The Insider Goes Deep Into the

Consumer Protection System

A Journey NOT for the Faint of Heart

A novel by Lefty Insider

About the Title

The Insider Goes Deep into the Consumer Protection System (A Journey NOT for the Faint of Heart) title is a continuation of the stories of the trials, tribulations, and travails of the protagonist Lefty Insider and his somewhat Quixotic adventures documented throughout the Insider series of novels.

Oh, I'm an insider, I've been burned by the fire
Yeah, and I've had to live with some hard promises
I've crawled through the briars
Yeah, I'm an insider
Insider-- lyrics by Tom Petty

Target Market

This novel is targeted primarily to a demographic of American landline Internet (HFC) consumers. (Rural residents in particular)

Acknowledgements

Those involved in the creation of this book, know who they are and are much appreciated by this author.

Colophon

This book was written primarily on a HP EliteBook G3 workstation computer, using Windows 7 Pro, MS Word 2013 with Calibri 12 point type.

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ChatGPT 4.0 was used as a research assistant and no unedited AI generated text was used for this novel.

AI image generation, via OpenAI's Image Generator model, has also been used.

Inspirations

"Depending on the city Charpectrum will connect to their new network or a legacy network. They are doing some weird things these days. I wish you luck in fighting Charpectrum as it needs to be done. There are just not enough hours in the day for me. And the monopoly says go screw yourself we can do what we want. Till other providers are allowed to enter the market and the barriers are lessened/removed to allow competition these issues will be the norm...while I appreciate the fight… It sucks, but thank you for fighting for the little guys. Now maybe you could work on the upload speeds with these providers. Its 2023 and they are still limiting upload speeds."

Adam Hobach, 1978-2023 RIP, President Cyberlynk Network 1999-2023 Franklin/Racine, WISC Phoenix, AZ

Aaron Swartz Marble statue

In a case reminiscent of David vs Goliath, Durangoan wins award against Spectrum

Jack Turner challenged the communications giant in small claims court to recoup payments for shoddy service

By Garret Jaros Herald Staff Writer

Thursday, Feb 16, 2023 2:02 PM **Updated Thursday, Feb. 16, 2023 3:41 PM**

A small claims court awards Jack Turner of Durango $814.85 plus court costs for 15 months of payments to Spectrum. (Courtesy of Jack Turner)

Durango resident and recent La Plata County commissioner candidate Jack Turner moved into a new home in July 2021 and did what many people do – he had his internet and cable service hooked up by Spectrum, the company he had been using for years. And he rented a Spectrum modem.

The only problem was the service was unreliable and intermittent, Turner testified in small claims court at the La Plata County Combined Courts on Feb. 10. And no matter how many Spectrum technicians were dispatched or how many calls he made to the company during the 15 months that followed, the answer always came back that it was likely his equipment and computers that were the problem. So he went to Office Depot, Turner told the judge, and purchased the most expensive router and signal booster it had.

About the Author

I was born and raised in Wisconsin (Wisc). I am a veteran of the US Army U.N. Peace keeping force in South Korea, a former Peace Corps volunteer in West Africa and former Illinois high school and Community College teacher. My formal education includes a BS in Education, Occupational and Practical Arts, Vocational and Technical Specialties degree from the University of Illinois-Urbana/Champaign and Master's degree work in Adult Distance Education.

I have been involved in corporate technical service training and course development for International Harvester and JI Case companies, and publications with Dresser Industries.

I founded and operated a Tri-County business as President/CEO, involved in the sale and support of business computer systems, as well as specially adapted systems for the disabled. I was also the Founder and Executive Director of a statewide non-profit volunteer group dedicated to helping provide children with computer and Internet technology access. This agency refurbished and delivered many thousands of computer systems and provided Internet service as an ISP.

This authors novels are published on leanpub.com, articles on medium.com under the pseudonym Lefty Insider.

Lefty Insider resides in the beautiful farm and forest countryside of Wisconsin with his loving wife. I retired from active work a decade ago but continue to work with computer technology, reading, and challenging himself with new learning and self-directed pursuits. I work from a well-equipped interior and scenic exterior home office.

Insider Publishing, LLC

All the Creatures of the Forest Visit

Synopsis

This is a work of fiction that attempts to document what might happen if a fictional Wisc senior citizen named Lefty Insider attempts to seek justice against exploitation from a fictional monopolistic corporation, (identified as Charpectrum), through the Federal and State Consumer Protection systems.

This fictional tale seeks to imagine what a realistic experience would be like if a well-informed, educated and technically competent persistently stubborn consumer, of German ancestry, sought the protection of government agencies against the financial and marketing exploitation from a rapacious and malevolent incumbent monopoly Internet service provider corporation.

This is also a story about elected idiots, liars, fools, incompetents, bureaucrats, and of course is but a fictional story about imagined government run Consumer Protection systems.

Also from this author. The Insider titles are as follows:

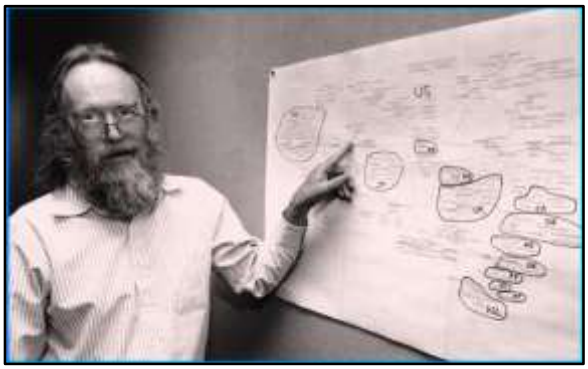
Book One
The Insider (A Life Inside the Personal Computer)
Book Two
The Cozening (A Murder of Promise)
Book Three
The Insider Goes Deep (Tales from the Dark Web)
Book Four
A User Guide To The Dark Web (The 42nd and Final Encyclopedia Cyberspacia)
The above is a companion book to Book Three
Book Five
The Insider Goes Deep into the Spectrum
A quest to get the Megabits promised and paid for, "one sweet megabit at a time"
Book Six(TBD)
The Insider Goes to Space
(Tales from Beyond Planet Earth)
Book Seven
The Insider Goes Deep into Broadband
(Broadband Internet Articles)
Book Eight
The Insider Goes Deep into the Legal System (A Journey NOT for the Faint of Heart)
Book Nine
The Insider Goes Deep into the Consumer Protection System
(It's Worse Than You Think)
Book Ten (Nonfiction)
WiscSecureNet (WSN)
(It Is Time To Treat This State Like A Country And Button It Down)

Note: All books are available on leanpub.com

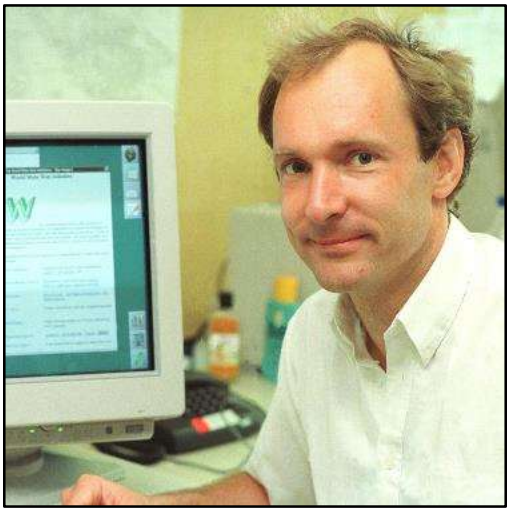
https://leanpub.com/bookstore?type=all&search=lefty%20insider

A Note to Readers:

Throughout this book and the previous prequels, this writer chooses to write the term Internet with its original and intended initial capitalization spelling as a proper noun. This is also true for any outside imported text. The Internet is a person, place, or thing and as we were all taught in grade school, requires proper capitalization. The trend in current print and online spelling as *lower case, which* is disrespectful to its founders and creators in my view. It is this writer's view that this intentional diminishment, via the lower case spelling, of this technological wonder and gift to humanity, is part of an effort by Corporate America to assimilate it into their Corporate Borg. To the founders, decentralization was the main idea, not the current walled gardens of Google (Alphabet), Apple, Amazon, Microsoft, and Facebook (META). While original pioneers like Vint Cerf may have been assimilated into the corporate Borg, people like Jon Postel and Tim Berners-Lee never were. Anyway, this writer gets to decide such things.



Jon Postel and Internet Map 1998



Tim Berners-Lee at CERN

Note: this book is best read with a pdf reader and not a web browser, in Read Mode, and in portrait orientation, which allows for both page advancement and to zoom in on the graphics contained within. A 1600x900 or higher screen resolution on a 24 inch portrait monitor is recommended.

Note: this book also makes use of footnotes to assist the less technically initiated.

This book and the entire collection represent this writer's lifetime opus in the form of an extended modern day bildungsroman representing more than ten years of writing work and more than fifty years of research and life experience. As with the previous books in this series, this one is part invented fiction, part historical fiction, part textbook, and part actual journalism.

These books are what some Americans may call *edgy* or *anti-establishment* and contain what the writers Germans ancestors might call *Sturm und Drang*.[1]

This novel is a work of fiction. Any resemblance to persons, places, or things is either unintentional or perhaps intentional.

[1] *A late 18th century German literary movement characterized by works containing rousing action and high emotionalism that often deal with the individual's revolt against society*

Dedication

This book is dedicated to all those who are being exploited by our current unregulated monopoly Internet provisioning system.

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Preface

In a previous novel, The Insider Goes Deep into the Spectrum (A quest to get the Megabits promised and paid for, "one sweet megabit at a time") the protagonist Lefty Insider is tired of experiencing poor Internet speeds, bandwidth error messages, buffering, and freezing along with excessive monopoly pricing, Lefty takes on an Internet monopolist and demands irrefutable proof of the delivery of their billed and advertised service levels.

He fights for the little guys around his state and country, historically being duped with overpricing and under delivery. Well, at the very least he fights for those hundreds on his same cable node.

Almost half of US residents don't use broadband Internet says study. Microsoft President Brad Smith put the number of nonusers at 162.8 million, almost half of the 329 million 2018 U.S. residents.https://thehill.com/policy/technology/419898-1628-million-people-do-not-use-broadband-Internet-in-us-study/

Countries with the fastest average fixed broadband Internet speeds worldwide as of January 2024 https://www.statista.com/statistics/896772/countries-fastest-average-fixed-broadband-Internet-speeds/

Wisc's broadband infrastructure also consistently ranks near the bottom of states in the nation. "Wisc currently ranks 38th for Internet access, out of all 50 states." Wisc Public Radio, February 12, 2020.

More recently in December, 2024 the state rating dropped 10 points to 48th, neighboring Minnesota has seen a 38% increase to improve to 34th on the list. Neighboring Michigan is 39th on the list. [2]

Americans Hate ISPs Almost As Much As They Hate Gas Stations, Survey Finds (extremetech.com)

Posted by BeauHD on Monday June 26, 2023 @07:00PM from the you-don't-say dept.

An anonymous reader quotes a report from ExtremeTech: *Americans hate their Internet service providers (ISPs) more than any other segment of the consumer economy -- except gas stations. A fresh set of rankings from the American Consumer Satisfaction Index (ACSI) reveals that few consumers are happy with the way their ISPs conduct business, preferring them only over trips to the pump in a list of 43 major industries. The rankings come courtesy of the ACSI's most recent telecommunications study, which the organization publishes annually. The study covers subscription TV services, video streaming services, and ISPs of both the fiber and non-fiber variety. Using interviews with 22,061 American consumers conducted between April 2022 and March 2023, this year's telecommunications study investigates just how happy people are with their ISPs, then pits that data against that of several other industries. This year, ISPs ranked lower than the endlessly frustrating automobile, banking, and health insurance industries, as well as 39 others that people tend to have an easier time with, such as breweries and athletic shoes.*

On a satisfaction scale of 1 to 100, ISPs earned a lackluster 68, which consists of fiber's 75-point and non-fiber's 66-point satisfaction scores combined. The ACSI used customers' input on a number of experiential data points, from choosing a plan to actually using their home Wi-Fi networks, to calculate both scores and combine them based on usage. Although fiber customers found their Internet to be relatively reliable and their bills easy to understand, earning an 80 in both categories, non-fiber customers weren't as

[2] *https://www.ookla.com/research/market-reports/h1-2024-50-u-s-states-broadband-speed-performance?submissionGuid=5888725b-1ed5-4e0b-a391-e31d14b48423*

impressed at 72 and 75, respectively. Unsurprisingly, both fiber and non-fiber customers enjoyed reaching out to their providers' customer service teams the least out of 14 total data points.
There was only one industry that ranked lower than ISPs. As much as Americans generally dislike the way ISPs manage hardware, pricing, customer service, outages, and more, they dislike gas stations even more, giving the category a measly score of 65. While the ACSI doesn't share respondents' reasoning (it's a telecommunications study, after all), it's easy to see why consumers might not enjoy spending obscene money to fill their tanks at dusty roadside stops.

"Higher advertised speeds may deter much needed investment via competition in areas both rural and poorer that need it the most when the sole focus is on speed test results."
https://pcrd.purdue.edu/the-real-digital-divide-advertised-vs-actual-Internet-speeds

Now this new adventure, or should we say Quixotic[3] quest begins, but first…

OpenAI Image Generator

[3] *Don Quixote in the Spanish novel, The Ingenious Gentleman Don Quixote of La Mancha by Miguel de Cervantes, appoints himself a knight-errant in order to revive chivalry and serve his nation. Don Quixote does not see the world for what it is and prefers to imagine that he is living out a knightly story meant for the annals of all time. Rocinante is Don Quixote's horse in this 1605/1615 novel, and in many ways Rocinante is not only Don Quixote's horse, but also his double as like Don Quixote, he is engaged in a task beyond his capacities. Wikipedia*

Prologue

Why is the Internet so unaffordable and unavailable in the United States?[4]

The affordability and availability of the Internet in the United States are influenced by a combination of factors related to market structure, policy, infrastructure, and socioeconomic conditions. Here are the key reasons why the Internet can be both unaffordable and unavailable in certain areas:

1. Lack of Competition

Limited Providers: In many parts of the U.S., especially rural or less densely populated areas, there are few Internet service providers (ISPs). Some areas are served by only one or two companies, leading to a lack of competition. This lack of competition allows ISPs to set higher prices and reduce the incentive to improve service.

Regional Monopolies: Large ISPs often have regional monopolies, and without the pressure of competitive alternatives, they can keep prices high and customer service poor.

2. High Infrastructure Costs

- **Expensive to Build Infrastructure**: Laying down the necessary infrastructure for broadband, especially in rural and remote areas, is very expensive. ISPs may not find it profitable to extend fiber optic cables or other broadband infrastructure to these areas, leading to service gaps.
- **Urban vs. Rural Divide**: Internet providers are more likely to invest in densely populated urban areas where the cost per customer is lower. Rural areas are often left out of these investments because they may have fewer potential subscribers to justify the expense.

3. Government Regulations and Policies

- **Lack of Federal Incentives**: Historically, U.S. government policies have favored private-sector solutions, leading to insufficient government investment in public broadband infrastructure. While some programs aim to improve broadband access, they are often underfunded or poorly executed.
- **Deregulation**: In the 1990s and early 2000s, policies deregulating the telecommunications industry reduced oversight on broadband providers. This led to reduced incentives for ISPs to improve service or offer affordable plans.
- **Digital Divide**: The digital divide—the gap between those with access to modern, high-speed Internet and those without—has become more pronounced in areas with poor infrastructure investment. While some efforts have been made to address the divide, they have often been slow-moving or limited in scope.

4. Profit-Oriented Business Model

- **Focus on Profit**: ISPs in the U.S. often prioritize profit maximization over providing affordable and equitable service. In urban areas, where competition exists, providers may use strategies like offering high-speed plans at premium prices. This leaves lower-income families with limited, slower, or more expensive options.
- **Data Caps and Pricing Models**: Many ISPs impose data caps, throttling, or high fees for exceeding usage limits, making access to unlimited Internet plans unaffordable for many.

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[4] *OpenAI ChatGPT 4.0 response to the question "Why is the Internet so unaffordable and unavailable in the United States?"*

5. Affordability and Economic Barriers

- **Income Inequality**: Internet service can be unaffordable for low-income families. Despite the growing importance of Internet access for education, employment, healthcare, and basic services, many families simply cannot afford the high costs of broadband. This is exacerbated by the overall affordability gap in the U.S.
- **Expensive Equipment**: Beyond the cost of monthly service, many Internet plans require equipment like modems, routers, or specialized installation, adding to the overall cost of Internet access.

6. Geography and Population Density

- **Rural Areas**: The U.S. is a large country with diverse geography, and rural areas, are often underserved. Internet infrastructure, especially high-speed broadband, is harder to install and maintain in sparsely populated areas, creating gaps in availability.
- **Terrain and Distance**: In certain parts of the U.S., such as mountainous or remote regions, the terrain makes it even more difficult and expensive to deploy the infrastructure required for high-speed Internet.

7. Technological Lag

- **Slow Adoption of Advanced Technologies**: In comparison to other developed countries, the U.S. has been slow to adopt cutting-edge broadband technologies like gigabit fiber or 5G, especially in non-urban areas. As a result, many Americans are still relying on older technologies like DSL or cable, which are not as fast or reliable.
- **Regulatory Delays**: Regulations and the approval processes for new technologies, like satellite broadband and 5G, can be slow, delaying the rollout of more advanced and potentially cheaper options.

8. Corporate Lobbying

- **Influence of ISPs**: Large telecommunications companies in the U.S. have considerable lobbying power, influencing policy decisions in their favor. This influence can result in laws and regulations that protect the interests of ISPs, like preventing municipal or non-profit broadband projects, Open Access Networks, or limiting net neutrality protections, which would promote fairer, more affordable access.

9. Lack of Universal Service Goals

- **No National Standard for Access**: Unlike some other countries with universal service commitments, the U.S. does not have a strong national policy ensuring broadband for all. While there are initiatives like the Affordable Connectivity Program, these programs are often underfunded and not widespread enough to reach all those who need it.

10. Private vs. Public Infrastructure

- **Private Ownership**: In the U.S., Internet infrastructure is mostly privately owned, which leads to fragmented service delivery. Other countries, and some governments invest heavily in public infrastructure or offer affordable public broadband options, but this is not the case in the U.S.

Forward

Notable Quotes About The Internet

"We know, purely and simply, that every single child must have access to a computer, must understand it, and must have access to good software and good teachers and to the Internet, so that every person will have the opportunity to make the most of his or her own life." (President William Jefferson Clinton)

*"The Internet is the greatest educational tool in the history of mankind. It has unleashed an avalanche of human creativity..."*Eliot Stein, one of the pioneers who helped build the CompuServe community.

"We've all heard that a million monkeys banging on a million typewriters will eventually reproduce the entire works of Shakespeare. Now, thanks to the Internet, we know this is not true." -Robert Wilensky, American computer scientist and emeritus professor at the UC Berkeley School of Information.

Metcalfe's law: *"The value of a network is equivalent to the square of the number of nodes connected to it." This means that the total benefits from being connected to a network increase as an exponential function of the number of people connected to the network. Thus one's ability to shop on the Internet is enhanced whenever a new vendor goes online; the value of your email account goes up whenever a friend goes online.*

"Unlike the telephone and radio data, the figures on computers, and the Internet data both show a widening gap between ownership rates for those earning less than $15,000 and those earning more than $75,000. In the case of computers, the gap rose from 56 percent (1994) to 67 percent (2000), and for Internet access, from 45 percent (1997) to 63 percent (2000). If the data on penetration rates provided cause for optimism that the digital divide will soon close, these figures could be interpreted as suggesting the opposite -- that the digital divide, on an income basis, is getting larger." Public Policy Institute Policy Report June 2001 Clear Thinking on the Digital Divide by Andrew Leigh and Robert D. Atkinson

Intel chief executive Craig Barrett criticized existing Internet connections, saying they were not fast enough. *"Most of us who have DSL or cable at home do not have good broadband, but kind of a half-ass broadband, which doesn't really allow for good streaming video or that kind of stuff."*

404 Page Not Found "It appears that you are up the proverbial estuary without a means of locomotion." Seen on the Internet

"The use of an instrument so powerful for good or evil, cannot with safety to the people be left in the hands of private individuals uncontrolled by law." Postmaster general Cave Johnson in 1845 speaking of the telegraph but certainly applicable to the current Internet

A recent survey from U.S. News & World Report, found that 53% of respondents struggle to afford their monthly Internet bills. https://broadbandbreakfast.com/survey-rising-Internet-bills-add-to-consumer-frustration-amid-inflation/

"The wonderful thing about the Internet is that you're connected to everyone else. The terrible thing about the Internet is that you're connected to everyone else." — Vinton Cerf, co-creator of the Internet TCP/IP protocol

"I've come to the conclusion that if you give a data point to a company, they will eventually sell it, leak it, lose it, or get hacked and relieved of it. There really don't seem to be any exceptions, and it gets depressing." — Brian Krebs, journalist specializing in cybersecurity

"In order to hold to account private monopoly corporations, an American Citizen must battle the Twin Sentries blocking access. These are the Public Legal System and Consumer Protection Systems which stand ready, always on guard in the defense, maintenance, and protection, of corporations and corporate profits regardless of their ill-gotten origin, validity, or legitimacy, and without regard to or concern for the detriment to the public good." Lefty Insider, author, activist, and technologist

"The Internet is not something you can just dump something on. It's not a big truck. It's a series of tubes." Sen. Ted Stevens (R-Alaska), June 28, 2006

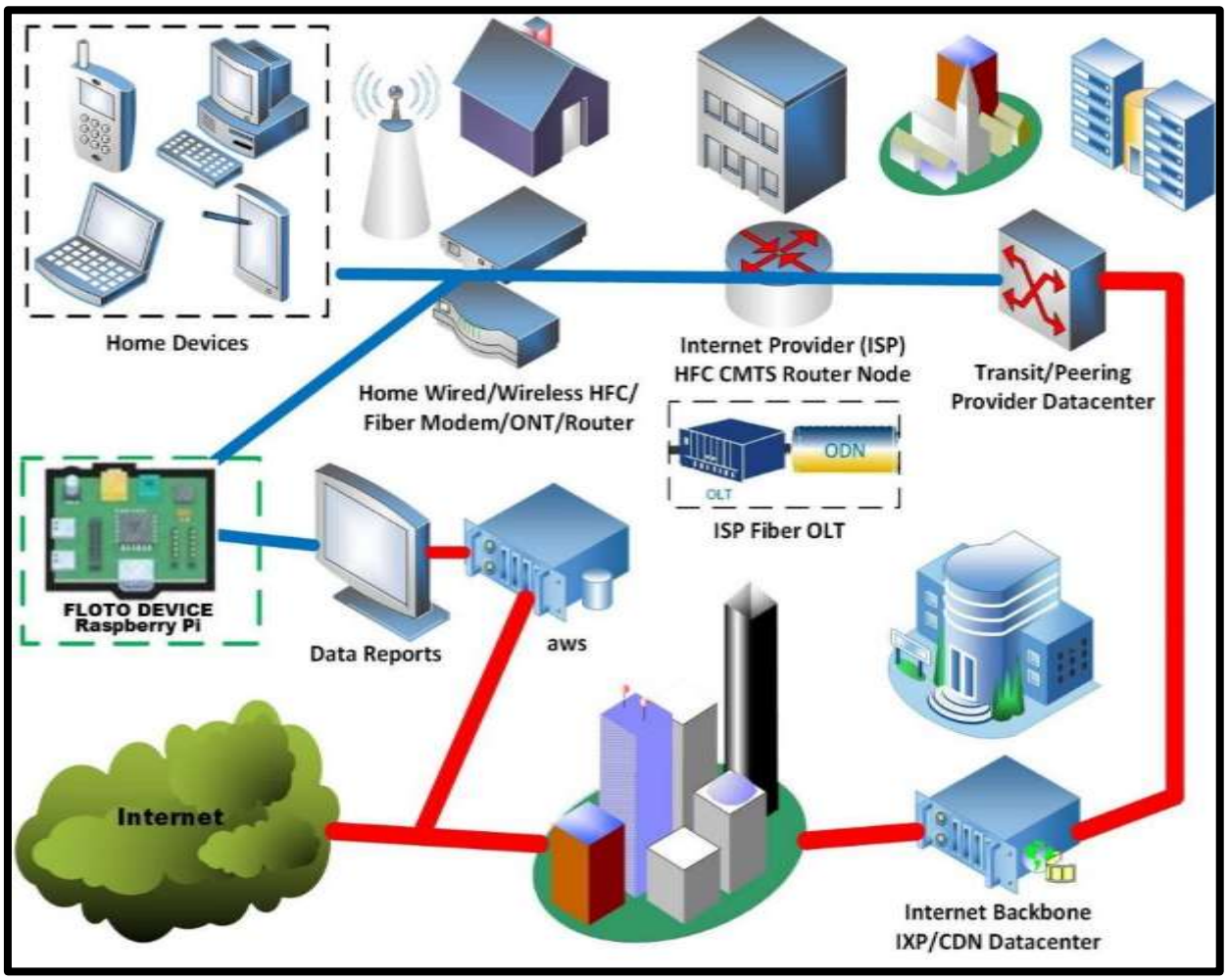
"Everything on the Internet is a server, if you are brave enough, it can be a client or a server or both." Ed Snowden, whistleblower and American hero

"With Google and Facebook, we have legalized the abuse of the person, through the personal. We have entrenched a system that makes the population vulnerable for the benefit of the privileged. The only way to protect anyone, is to protect everyone." Ed Snowden

"Across the U.S., people are getting about 32% of the Internet speed they pay for on average." To determine the difference between advertised speeds and actual speeds Americans are getting, the Allconnect team evaluated internal data on actual speeds recorded between January 2022 and April 2023 and compared that to the advertised speeds purchased through Allconnect from each provider during the same period. Allconnect is a service that helps people connect to the Internet. https://www.allconnect.com/blog/advertised-vs-actual-Internet-speeds *(Based on an analysis of over 60,000 Internet connections recorded over several months)*

Introduction

A Basic Internet Connection for an Internet User



Typical network diagram *(FLOTO measuring device is optional equipment)*

1. The end user connects to the network via a wired or wireless modem/router connection from home.
2. Their ISP routes this switched packet traffic within their local network node (hub) to an Internet Exchange Point (IXP) at the Internet backbone, which takes you to a web server, email server, streaming server, or any part of the Internet you want to visit.

That's it. Just a bunch of dumb pipes routing traffic not unlike a water, electricity, or natural gas transportation system. In the case of data transmission, amplifiers take the place of pumps, transformers, and compressors to boost the traffic when necessary.

Measurement comparisons		
	Pressure	**Volume**
Water	Pounds per square inch or psi	Gallons per minute or gpm
Electricity	Voltage, volts	Amperage, amps
Natural Gas	Pounds per square inch or psi	Cubic feet per minute
Internet (network) Data Packets	Megabits per second	Megabytes and Gigabytes

A Tale Of Two Internet Installations – Cable versus Fiber

Copper coax cable versus Fiber optic glass strands
"Like a 2 inch water pipe versus a 15 mile wide river"
Harvard Professor Susan Crawford : Fiber: The Coming Tech Revolution

Cable routing in a cable box into the house.

Shelf with modem, switch, router, and UPS. Cat 7 cables, and Cat 6 on the long run to the basement, and for the patch cables to another switch for the PC's.

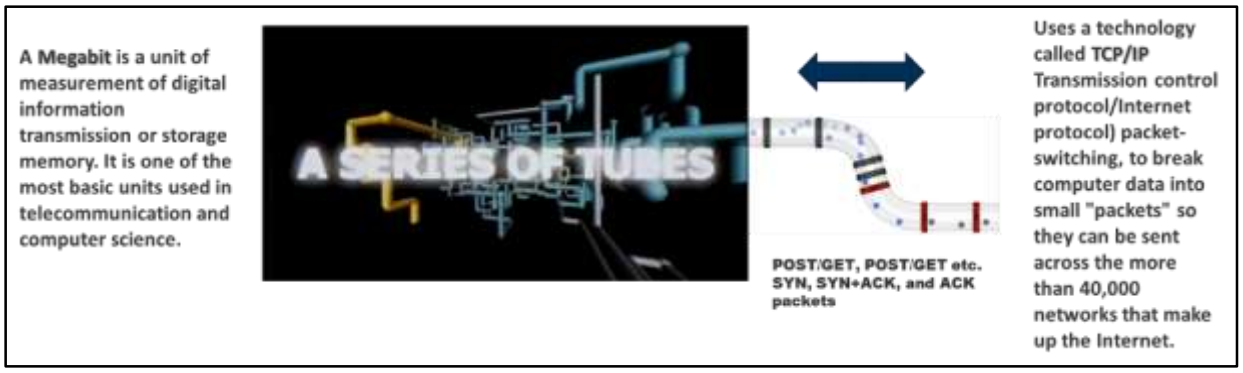
The fiber is a garage based installation.

Note: Publisher : Yale University Press (January 8, 2019) Fiber: The Coming Tech Revolution—and Why America Might Miss It, by Professor Susan Crawford [5]

[5] *Susan P. Crawford (born February 27, 1963) is the John A. Reilly Clinical Professor of Law at Harvard Law School. She served as President Barack Obama's Special Assistant for Science, Technology, and Innovation Policy (2009) and is a columnist for WIRED. She is a former Board Member of ICANN, the founder of OneWebDay, and a legal scholar. Her research focuses on telecommunications and information law.*

An ISP is an "Internet" Service Provider?

- **An ISP provides a connection to the Internet for your computer, tablet, or phone.**
- **Charpectrum is an ISP**
- **So are Verizon, Comcast, AT&T, and many smaller ones**
- **ISP's are middlemen who sell what they buy from someone else**
- **They do not _make_ anything, they just resell and transport Megabits of data like pipeline companies**


A Megabit is a unit of measurement of digital information transmission or storage memory. It is one of the most basic units used in telecommunication and computer science.
A SERIES OF TUBES
POST/GET, POST/GET etc.
SYN, SYN+ACK, and ACK packets
Uses a technology called TCP/IP Transmission control protocol/Internet protocol) packet-switching, to break computer data into small "packets" so they can be sent across the more than 40,000 networks that make up the Internet.

Unlike what Sen. Ted Stevens of Alaska once said as Chairman of the Senate Committee on Science, the Internet is not a series of tubes, but rather a series of cables, made of copper, and fiber optic glass strands, that route the data packet traffic from point to point.

Data is exchanged between disparate computer networks via protocols, not unlike the language protocols used in diplomacy in ensure understanding.

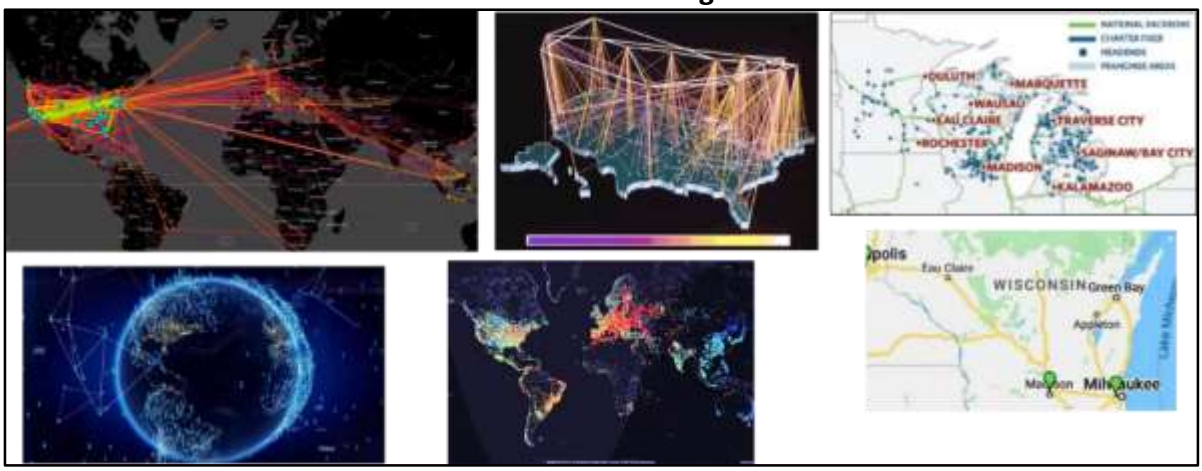
What is a data bit?
It is a 0 or a 1 (off or on)
An Alphanumeric character is 8 bits - There are 1,000,000 bits in a Megabit

Mbps is Megabits per second in data **packets** transmitted across the copper or fiber optic glass cables and electronic devices (routers and switches) between you and the Internet site you are going to.

Charpectrum sells, and I buy an INTERnet not INTRAnet connection

- INTERNET: a worldwide network of computer networks. The Worldwide Web, SMTP/POP email, SMS, FTP, UseNet, telephony, and file sharing, are all subsets of this actual network of dissimilar, yet connected by common protocols, networks that form the larger Internet.
- INTRANET: a geographically localized network of networks. It could be housed within a building, a company, or a local geographic area like a city, metropolitan area, state, or even a region.

Global and National versus Regional and Local



Internet created by ARPA, funded by NSF, Al Gore.

This INTRANet is what I refer to as CharpectrumNET

Localized within Wisc, part of an old cable television network, old Internet network, and a newer Internet network.

Charpectrum slows down like a car you bought that will go the speed limit as far as Milwaukee, and then slows down to half speed as you get closer to Chicago.

It is an Intranet, because it is a closed proprietary network that will get you to the Internet eventually, but _only_ if you are a Charpectrum customer.

In the same way that can access Acme Widgets Intranet only if you are on the Acme network.

Connections to the Internet are actually made at an IXP

- Smaller networks like CharpectrumNET connect to the larger global Internet at Internet eXchange Points or IXP's for peering.
- Tier 3 providers like Charpectrum buy megabits for resale from Tier1 providers like AT&T at an IXP Internet backbone location.

Upper Midwest Regional Peering IXPs

1. MadIX - Madison Internet eXchange Peering Point Madison, WI
2. MKE-IX - Milwaukee Internet Exchange Milwaukee, WI
3. ChIX - Chicago Internet eXchange Chicago, IL
4. EQIX-CHI - Equinix Exchange Chicago, IL
5. MICE - Midwest Internet Cooperative Exchange Minneapolis, Minnesota

The U.S. Internet Region Tier 1 IXPs (Internet backbone)

1. AT&T
2. Verizon
3. Sprint (Softbank Broadband)
4. Century Link (Qwest)
5. Level 3 (Global Crossing)
6. NTT/Verio

Sources:
https://www.peeringdb.com/asn/2011
https://www.datacentermap.com/datacenters.html
https://www.spectrum.com/content/dam/spectrum/residential/en/policies/ip-interconnection/Charter SFI Policy - rev. Jan-2022.pdf

Charpectrum maintains a backbone with national reach, with a presence in eight major peering cities. Charpectrum uses this backbone network to connect its own properties, provide business services, interconnect with edge providers, CDNs, and other access networks, and reduce its transit costs. Charpectrum does not currently engage in any paid peering relationships. Instead, Charpectrum relies on a combination of settlement-free peering relationships and transit service it buys from several backbone service providers to exchange traffic with the full Internet.

ISPs get the bandwidth they sell from IXPs, or Internet Exchange Points, and transport it to customers. At each IXP, they are able to meet and exchange traffic with a set of other ISPs.

So the total amount of bandwidth an ISP has to sell is the sum of the bandwidth it's able to deliver to and from all IXPs combined. Speed x distance = cost.

Look at it like Tier 3's are County roads connected to Tier 2 State roads which connect to Tier 1 Interstate roads which make up the backbone of the system.

Sample Chicago Internet Exchange (IXP) Network Customers

- Speed costs money
- Charpectrum needs to _buy_ Megabits (or Gigabits) to be able to _sell_ Megabits

Name	ASN	Speed
Akamai Technologies, Inc.	20940	100G
Amazon.com	16509	20G
Charter Communications, Inc.	7843	40G
Charter Communications, Inc.	20115	20G
CloudFlare, Inc.	13335	10G
Google	15169	100G
Microsoft Corporation	8075	10G
Netflix	2906	100G
SpaceX Starlink	14593	100G

An **ASN** is an autonomous system number is necessary for any interconnection between two autonomous systems, such as peered networks at Internet exchange points.

https://unitedix.net/location/chicago
100 total customers equals 1666 Gb's as of 11/13/2023

FEE SCHEDULE

NRC

1G:	$500
10G:	$500
25G:	$1000
40G:	$1500
100G:	$2000

MRC

1G:	$500
10G:	$500
25G:	$1000
40G:	$1000
100G:	$2000

NRC means "non recurring charge", it is a one time fee, normally charged when a service is first activated. Ante up!

MRC means "monthly recurring charge", it is the cost you are charged every month for service.

MadIX - Madison Internet eXchange Peering Point Madison, WISC

UW-Madison DoIT Network Services established the MADison Internet eXchange (MadIX) in early 2000 as a means for local network providers to peer in Madison, WISC.

MKE-IX - Milwaukee Internet Exchange Milwaukee, WISC

The Milwaukee Internet Exchange (MKEIX) was established in 2011 as a means for providers to interconnect in the Milwaukee area. MKEIX is an entirely not-for-profit organization, and run by its volunteers and through generous donations by participants and other vendors. There aren't any real requirements for peering at MKEIX, only you are able to cross connect into the IX fabric in one of the locations (listed in the FAQ).

ChIX - Chicago Internet eXchange Chicago, IL

Chicago colocation facilities contribute to one of the world's top global financial centers and are home to several Fortune 1000 companies. Ideal for business continuity, customers can join a rich network of ecosystems comprising financial service companies, cloud service providers, content providers, IT service providers, and enterprises.

EQIX-CHI - Equinix Exchange Chicago, IL

Equinix Chicago data center CH1, located in one of the world's global financial centers, supplies interconnection services to enhance performance and control latency targets.

Total Minneapolis Internet Exchange (IXP) Network Customers

Midwest Internet Cooperative Exchange (MICE)

https://micemn.net/ 216.250.183.0

- **Speed costs money - Charpectrum needs to _buy_ Megabits (or Gigabits) to be able to _sell_ Megabits**

AS13855 - Cedar Falls Utilities bgp.he.net - PeeringDB	nocc@cfu.net	open	MICE Main	Ethernet6/16/1	100G	Yes rs1: v4 v6 rs2: v4 v6
AS20115 - Charter Communications (Spectrum) (Charter Communications) bgp.he.net - PeeringDB MANRS: Yes	NOC: NOC.AUS.NATL.BBN@charter.com Peering: interconnection@charter.com	selective	MICE Main	Port-channel4 Ethernet4/8 Ethernet4/3	20G	No
AS46494 - Christensen Communications bgp.he.net - PeeringDB	NOC: noc@chriscomco.net Peering: shannons@chriscomco.net	unknown	MN VoIP 10G Remote	Ethernet44	10G	Yes rs1: v4 v6 rs2: v4 v6
AS36692 - Cisco Umbrella bgp.he.net - PeeringDB	NOC: cie-noc@cisco.com Peering: peering-umbrella@external.cisco.com	open	MICE Main	Port-channel16 Ethernet4/10	10G	Yes rs1: v4 v6 rs2: v4 v6
AS13335 - Cloudflare bgp.he.net - PeeringDB MANRS: Yes	Cloudflare Access noc@cloudflare.com	open	MICE Main	Port-channel13 Ethernet6/17/1	100G	Partial rs1: v4 v6 rs2: v4 v6

https://micemn.net/participants.htm
154 total customers equals 9746 Gb's as of 1/31/2024

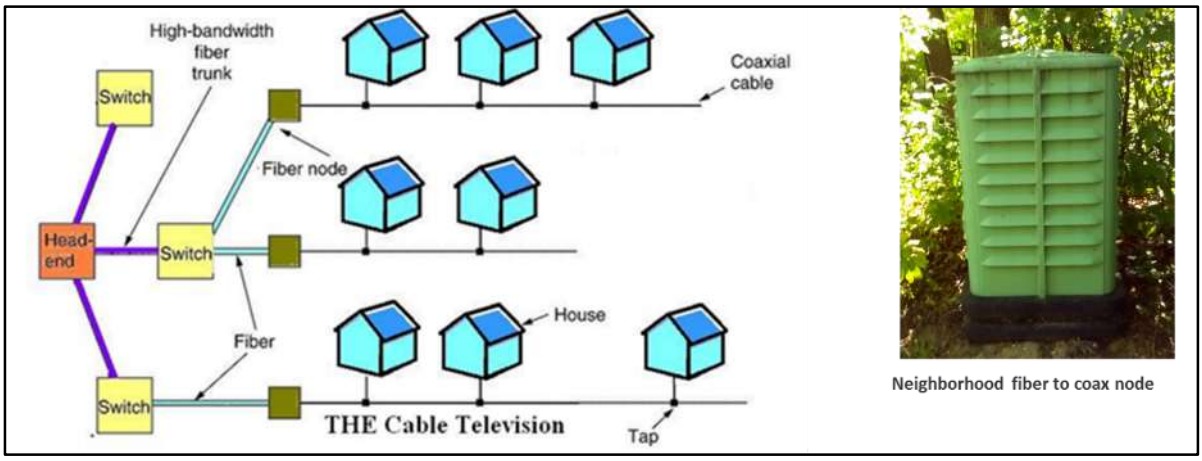
The main function of a Route Server is to scale the route distribution at Internet Exchange Points.

MICE - Midwest Internet Cooperative Exchange Minneapolis, Minnesota

Midwest IX with bilateral, and multilateral peering along with direct access to content participants such as Amazon, Apple, and Google.

HFC is a Hybrid Fiber Optic glass and Copper Coaxial cable system
HFC Cable Internet is a shared system

- Cable nodes are where a cable system connects homes and businesses to a fiber optic receiver
- Coaxial cable networks utilize nodes to link 25-2000 homes (500 is typical depending on density)
- They usually require a fiber-optic cable to transport data from the node to homes (FTTH)
- Copper coax cable nodes may also exist which can "significantly slow down" Internet speed



Too many users on a node and you have congestion.

Most of these nodes are fiber to coax and not fiber pass through.

CHAPTER ONE – FCC

Is the FCC being held hostage by ISP Regulatory Capture? Fully Captured by Corporations?

The Role of the Federal Communications Commission (FCC)

Mission Statement

1. Promoting competition, innovation, and investment in broadband services and facilities
2. Supporting the nation's economy by ensuring an appropriate competitive framework for the unfolding of the communications revolution
3. Developing and implementing regulatory programs
4. Conducting investigations and analyzing complaints

FCC email responses to complaints:
"The FCC's role in the complaint process is to facilitate a conversation between you and your provider."

Been there, done that. Lefty has a stack of inconsequential and factually unsupported Charpectrum lawyer letters to prove that, and you have a file full of my years of complaints.

A potential additional responsibility.

5. To put the fear of government regulation into these exploitive monopolies

JOINT STATEMENT ON BROADBAND

- High-speed broadband is beginning to reshape every sector of our economy and many aspects of American life
- Broadband service can be an indispensable engine for unleashing innovation and investment, spurring job creation and economic growth, and ensuring our country's global competitiveness. Working to make sure that America has world-leading high-speed broadband networks—both wired and wireless—lies at the very core of the FCC's mission in the 21st Century
- Every American should have a meaningful opportunity to benefit from the broadband communications era—regardless of geography, race, economic status, disability, residence on tribal land, or degree of digital literacy
  https://docs.fcc.gov/public/attachments/FCC-10-42A1.pdf

A Citizen's Guide On Using The Freedom Of Information Act And The Privacy Act Of 1974 To Request Government Records
https://oversight.house.gov/wp-content/uploads/2012/09/Citizens-Guide-on-Using-FOIA.2012.pdf

"As we leave the Industrial Age and enter the Information Age, it's clear that despite all the technical advances and globalization, the formula for economic success has remained the same: economic prosperity relies on high-speed access to the critical network of information and commerce. That network is the Internet, and the type of access needed is broadband." William Kennard, former Chairman of the Federal Communications Commission

And so it begins…

Lefty filed his first online complaint, and received a couple of responses.

Dear FCC, I am seeking protection from a monopolistic, rapacious and malevolent, and lawless corporation exhibiting their exploitative and evil behavior which are hereby laid bare in the enclosed attachment for anyone to see. If they are paying attention, are you?.

As an aside, you have been making long overdue progress (it fits and starts) to put the fear of government regulation into these exploitive monopolies, so that in my view the actual score card of wins and losses don't really count for that much. Behavior is starting to change (one step forward and two back) in places previously unseen. Your being on the right side of these issues, Net Neutrality, e-rate, orbital debris, AI ad disclosure, muni-networks, USF, ACP, are all important.

That is not the case with a particular incumbent monopoly Internet provider descripted in this attachment however.

FCC Consumer Communications

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Tuesday, April 06, 2021 8:44 AM

To: Lefty <lefty@insiderpub.io>

Subject: Request received: Internet service

Hi Lefty,

Thank you for your submission. Your request has been received and assigned Ticket No. 4692199. Throughout the complaint process, you will receive periodic emails updating you about the status of your complaint. (if only that was actually true)

If you have information to add to your complaint, please respond directly to this email.

You can view a list of frequently asked questions about the informal complaint process at: https://www.fcc.gov/consumercomplaints/FAQs

Your submission provides the FCC with important information we can use to develop policies to protect consumers, remedy violations of the Communications Act, and encourage future compliance with the law.

Thank you for your help in furthering the FCC's mission on behalf of consumers.

Lefty on Apr 6, 2021, 9:43 AM EDT

This is part two of my letter. Part one was assigned Ticket No. is 4682719.

Attachment(s): Dear,Dear,Charpectrum.pdf (https://consumercomplaints.fcc.gov/attachments/token/OQMPrOKHWor6mdg2Ut4dfsJP6/?name=Dear+Dear+Charpectrum.pdf)

This email is a service from FCC Complaints. [R500G3-PYMW]

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Thursday, April 08, 2021 3:14 PM

To: Lefty <lefty@insiderpub.io>

Subject: Request updated: Charpectrum Internet service

##- Please type your reply above this line -##

Hi Lefty,

Thank you for your submission. Based on our review, your Ticket No. 4692199 was served on your provider on Apr 8.

Here's what you can expect from the FCC's informal complaint process:

- Your provider should contact you directly in an effort to resolve your issue.

- The FCC's role in this process is to facilitate a conversation between you and your provider.

- Your provider is required to submit to the FCC a written response regarding your issue no later than 30 days from today.

- The FCC will not contact you until we receive a response from your provider.

You can view a list of frequently asked questions about the informal complaint process at: https://consumercomplaints@fcc.gov/hc/en-us/articles/205082880.

So then lefty gave them his thoughts on this whole process.

Lefty says:

May 17, 2021, 1:10 PM EDT

"- The FCC's role in this process is to facilitate a conversation between you and your provider."

Typically I lower my expectations when dealing with government agencies, but you have set yourself a pretty low bar here.

I am looking for a consumer _advocate_ not a clearinghouse that allows Charpectrum to respond to my complaints with a standard fact free lawyer form letter. The letter states that they have checked my provisioning and found it to be just fine. Oh, how nice of them.

They did not refute any of my data nor provide any data of their own to support their conclusions.

Their argument is not fact based and as such is an unsatisfactory response. The Better Business Bureau, BBB, is a clearinghouse.

I am looking for you to investigate and _regulate_.

The FCC's Mission Statement

> *"The Federal Communications Commission regulates interstate and international communications by radio, television, wire, satellite, and cable in all 50 states, the District of Columbia and U.S. territories. An independent U.S. government agency overseen by Congress, the Commission is the federal agency responsible for implementing and enforcing America's communications law and regulations."* https://www.fcc.gov/about/overview

RE :	Notice of Informal Complaint	
	Complainant:	Mr. Lefty Insider
	FCC Serve Ticket Number:	4692xxx
	Original Ticket Serve Date:	April 8, 2021

May 3, 2021

SENT VIA ELECTRONIC MAIL

Consumer Inquiries and Complaints Division FCC

SUBMITTED VIA FCC WEB PORTAL

Consumer Inquiries and Complaints Division FCC

Consumer & Governmental Affairs Bureau

45 L Street NE Washington, DC 20554

Dear Sir/Madam:

Charpectrum hereby submits its response in the above-referenced matter.

Mr. Insider has stated he is not receiving the correct Internet speeds for his tier of service. Our Field Operations Team has completed extensive monitoring of Mr. Insider's Internet service and they have verified he is receiving Internet speeds consistent with his subscribed level of service. A test modem confirmed that the consumer was receiving consistent download speeds of 400 Mbps. There are many different factors that can impact a customer's Internet speed at any given moment, but we have confirmed that his Internet service is operating at the expected level.

Charpectrum offers different promotional rates to different groups of customers, including promotional discounts only for new customers. All customers are informed that standard rates apply once a promotional discount expires. We have confirmed that Mr. Insider has been accurately billed. Nevertheless, we have applied a new limited time promotional discount to his account. Standard rates will apply once this promotional discount expires.

Please do not hesitate to contact us if you have any questions.

Respectfully submitted

Sr. Director, law -Regulatory

From: Lefty [mailto: lefty@insiderpub.io]

Sent: Saturday, May 15, 2021 11:15 AM

To: 'FCC' <consumercomplaints@fcc.gov>

Subject: RE: [FCC Complaints] Re: Charpectrum Internet service

FCC,

I have not as of yet received any response from Charpectrum.

Attached are supplemental documents with additional information for this complaint.

Lefty

Attachment(s): Internet Speedtests grid.pdf, Ok Charpectrum It's Time To Cut the Shit.pdf, Dear, Dear Charpectrum.pdf

Lefty on May 15, 2021, 2:19 PM EDT

FCC,

I actually wrote this too soon. In the mail today I picked up a form letter from Charpectrum. It is the _exact_ same form letter they sent to me via the Wisc Consumer Protection Agency, DATCP.

The letter states that they have checked my provisioning and found it to be just fine.

They did not refute any of my data nor provide any data of their own to support their conclusions.

Their argument is not fact based and as such is an unsatisfactory response.

Lefty

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Tuesday, May 04, 2021 10:04 AM

To: Lefty <lefty@insiderpub.io>

Subject: [FCC Complaints] Re: Charpectrum Internet service

##- Please type your reply above this line -##

This ticket (#4692199 (https://consumercomplaints@fcc.gov/hc/requests/4692199) has been updated.

FCC Consumer Help Center (FCC Complaints)

May 4, 2021, 11:03 AM EDT

Hi Lefty,

Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 4692199.

Here's what happens next:

· Your provider is required to send you a written copy of its response. Keep in mind, If the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.

· Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.

· Keep in mind that billing adjustments or other actions by your provider could take time to implement.

· If we do not hear from you within 30 days, your ticket will be closed.

· If you have new issues with your provider, you can file an additional complaint by going to: consumercomplaints@fcc.gov

Now let us jump ahead to 2023, shall we.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, April 10, 2023 11:53 AM

To: 'FCC' consumercomplaints@fcc.gov

Subject: Supplemental to Ticket No. 6123084

Supplemental info on unresolved complaint.

Asking for price resolution.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Sunday, April 09, 2023 11:54 AM

To: 'VP' <vp@charpectrum.com>

Subject: Final Testing results

VP,

Attached are the promised tests I made since April 4.

NOTE: there was no other activity on my network when these tests were recorded.

Detailed results attached exclusively from your Eau Claire test server, so **not** indicative of my actual Internet speed or experience, but only the performance of 200 miles of your Intranet network from here to Eau Claire.

Note: keep in mind that the following test results are a point in time snapshot, and typically not reproducible in any consistent manner.

I had to basically dedicate these three machines to testing to get these results.

This is what the three tests look like now from stripped down computers:

Intel NUC
Firefox browser open to multiple tabs, no extensions

Samsung Tablet

Firefox browser closed

Surface Tablet
Brave browser closed

The next three screen shots represent my daily working machines, however no streaming or web browsing occurred during these tests.

They represent what I believe to be actual working speed to your Eau Claire Speedtest server.

Laptop One

Laptop Two

Intel Desktop

So where do we stand on getting me back to a stable 500Mbps plan at a reasonable monthly cost? You are now selling 300Mbps for $49.99 per/mon and throwing in Wi-Fi and phone service. I should be able to get back to your 500Mbps service for $69.99 it would seem.

PS. A reminder that I never before had the necessary connection stability to be able to run these tests, until you fixed your network and I upgraded to your 1Gbps service provisioning. Not that you have the 200 miles of your network to Eau Claire working, I will soon start testing to the _actual_ Internet at an IXP, like Minneapolis and Chicago.

Attachments:

NUC Speedtest Results.csv, Laptop Two Speedtest Results.csv, Surface Speedtest Results.csv

Samsung Speedtest Results.csv, Desktop Speedtest Results.csv, Laptop One Speedtest Results.csv

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 01, 2023 11:03 AM

To: 'FCC' <consumercomplaints@fcc.gov>

Subject: RE: [FCC Consumer Inquires and Complaints] Re: Charpectrum Internet

FCC,

The latest Charpectrum lawyer letters reflect an incomplete understanding of this currently ongoing situation and complaint.

While improved, nothing has been resolved as of yet.

The situation remains actively under investigation.

See attached message from a Charpectrum VP working on this issue.

Lefty

From: Lefty Insider <lefty@insiderpub.io

Sent: Friday, May 5, 2023 10:36 AM

To: VP <vp@charpectrum.com

Subject: [EXTERNAL] Speed and cable install

VP,

Where are we on the erratic and inconsistent speed issue?

I notice variances in the upload speed as well, from 37 to 42. Historically this has always been solid.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, May 09, 2023 11:56 AM

To: 'consumercomplaints@fcc.gov' consumercomplaints@fcc.gov

Subject: RE: [FCC Consumer Inquires and Complaints] Re: Charpectrum Internet

FCC,

The Charpectrum VP is still blowing me off on the speed issue. See his response below, and mine following that.

From: VP [mailto:vp@charpectrum.com]

Sent: Monday, May 08, 2023 5:45 PM

To: Lefty Insider <lefty@insiderpub.io

Subject: RE: [EXTERNAL] Speed and cable install

Mr. Insider,

I understand one of our techs will confirm that the drop installation meets our requirements.

Regarding the speed concern. The IP engineering team did not find any routing issues. Based on the network and the location of the speed test servers they determined the routing is done efficiently. In addition they reviewed addition data and traffic levels and did not see any capacity / contention issues in the circuits that are utilized between your house and the Internet Point of Presence or POP.

I think this leaves us with discussing how we can do additional testing at your premise. We would need to do testing at the back of the modem with equipment that only has relatively basic software installed to see if we get more consistent speed test results.

I am open to discussing next steps and certainly would like your thoughts on my suggestion.

Regards,

VP Operations, Charpectrum

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, May 09, 2023 9:58 AM

To: 'VP' <vp@charpectrum.com>

Cc: 'SVP' <svp@charpectrum.com>

Subject: RE: [EXTERNAL] Speed and cable install

VP,

Further testing at my modem will only reveal speed at that specific point in time. We need to look at it at least over a week to ten days, see below.

We have proven on multiple occasions that my Netgear router is not only good, but is far better than anything you as a company provide to your customers.

Do you have a solution for a longer term testing program?

It is just not logically possible that four different computers would give such random results, ALL of which **are demonstrably capable** of obtaining the MAX speed.

This has been going on for four long months now, and I am paying for what I am _*not*_ getting.

It IS your network and I am now starting to get angry at your continued stalling, BS, and ossification!

I want a resolution to this issue NOW.

New testing from the last week or so below:

Laptop Two

Date	Download	Upload	ConnType	ServerName
May/09/2023 8:27	499	40	Ethernet	Eau Claire WI
May/08/2023 8:49	498	40	Ethernet	Eau Claire WI
May/08/2023 8:34	377	40	Ethernet	Eau Claire WI
May/07/2023 9:42	412	38	Ethernet	Eau Claire WI
May/06/2023 11:15	950	40	Ethernet	Eau Claire WI
May/06/2023 10:26	544	40	Ethernet	Eau Claire WI
May/05/2023 8:30	344	40	Ethernet	Eau Claire WI
May/03/2023 14:15	218	40	Ethernet	Eau Claire WI

Laptop One

Date	Download	Upload	ConnType	ServerName
May/09/2023 8:39	713	40	Ethernet	Eau Claire WI
May/08/2023 8:40	752	40	Ethernet	Eau Claire WI
May/07/2023 9:32	735	39	Ethernet	Eau Claire WI
May/06/2023 15:18	879	40	Ethernet	Eau Claire WI
May/05/2023 8:33	703	40	Ethernet	Eau Claire WI
May/04/2023 14:27	626	39	Ethernet	Eau Claire WI
May/03/2023 14:15	616	39	Ethernet	Eau Claire WI

Desktop

Date	Download	Upload	ConnType	ServerName
May/09/2023 8:49	398	40	Ethernet	Eau Claire WI
May/08/2023 8:28	912	40	Ethernet	Eau Claire WI
May/07/2023 9:32	944	40	Ethernet	Eau Claire WI
May/06/2023 15:27	944	40	Ethernet	Eau Claire WI
May/06/2023 11:50	574	40	Ethernet	Eau Claire WI
May/05/2023 10:05	403	40	Ethernet	Eau Claire WI
May/04/2023 16:06	401	40	Ethernet	Eau Claire WI
May/04/2023 14:26	604	37	Ethernet	Eau Claire WI

NUC

Date	Download	Upload	ConnType	ServerName
May/09/2023 8:58	914	39	Ethernet	Eau Claire WI
May/08/2023 15:59	820	37	Ethernet	Eau Claire WI
May/07/2023 9:29	825	40	Ethernet	Eau Claire WI
May/06/2023 12:31	922	40	Ethernet	Eau Claire WI
May/05/2023 8:37	857	39	Ethernet	Eau Claire WI
May/04/2023 16:11	789	38	Ethernet	Eau Claire WI

Some additional questions remain:

As I have shown, my testing to Eau Claire gives random results. Why is it so erratic?

What about being trapped in a Catch 22 on pricing? How can we lower my price?

Btw, all of this info is and has, also been going to the FCC and DATCP.

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 29, 2023 10:08 AM

To: 'FCC' consumercomplaints@fcc.gov

Subject: RE: Request received: A note on speed testing my Charpectrum Internet connection

This is an addendum to ticket (#6123084).

Hello again Charpectrum VP, et al,

A note, or executive summary on my seemingly endless speed testing.

For the past three years I have been frustrated by the poor performance/high price of my Internet connection from your company. This issue was initially resolved three years ago by Charpectrum *mentally* fixing it with a pricing discount, rather than a *physical* network fix. However I am now paying an ever escalating price for a randomly inadequate service and am seemingly caught in a marketing Catch22 pricing conundrum.

In the early days of my testing, it was about bandwidth errors received, and then what I viewed as false/misleading advertising, but has now, since the upgrade to 1Gbps, evolved to be more about achieving your actual advertised speeds. Based on my testing frustrations, and an adequate technical background, I have tried my very best to eliminate testing variables.

1. I have stopped browser testing, due to the variations of Firefox, Pale Moon, Brave, and their various extensions. Chrome and Edge are unacceptable choices due to their extensive tracking and data harvesting proclivities. See https://coveryourtracks.eff.org/
2. I am exclusively using the Ookla Speedtest software application program. https://www.speedtest.net/apps/windows
3. I have stopped testing to random available test sites (due to my inability to determine the actual bandwidth provided to their test servers) at various geographical locations, in favor of your Eau Claire Intranet test site @200 miles distance.
4. I have eliminated any non-Windows firewalls (this did make a difference in total speed, but not variability)
5. I have eliminated any non-Windows AV (no difference detected)
6. I have eliminated host files and refined DNS on my machines (although it is unclear if this made a difference)
7. I have eliminated any wireless network variations by exclusively using 1Gbps hard wired Ethernet connections (made an unknown difference)
8. I am using 100Gbps Cat 7 wiring at the router, (to eliminate any potential RF interference) and 10Gbps Cat6a and a Netgear managed gigabit switch to the clients (50 feet plus patch cables)
9. I replaced what I viewed as a fully functional Netgear R7000 router with a newer Netgear XR1000 gaming router at your insistence
10. I am not using any QoS or VPN services in this router, as I don't need them, but I look forward to needing the router's Link Aggregation feature.

As you well know, my overall speed results to your Eau Claire speed test site have gotten better and are now faster than three years ago, so better but they are not at all consistent.

Once I move off of your Intranet to get to the real Internet, (Chicago 160 miles or Minneapolis 200 miles) my results are markedly worse.

As seen in the speed tests I recently sent you, the top speed test sites recommended by Brave Search, ChatGPT, and Google Search, all show test results that are _*very*_ poor. It would stand to reason that _a*ll*_ of these highly recommended test sites cannot be bad, just because they are not Charpectrum owned, e.g. non-Charpectrum network as your network engineer put it.

Although this type of testing does reintroduce the browser software into the mix. As you will recall, these seven recommended, best of the best, speed-testing server test results were 206, 273, 290, 64, 65, and 97 Mbps respectively, while your Eau Claire Intranet server tested at 879Mbps.

You personally seem now to be focused again and circling back over already well plowed ground to my equipment, like the router which is one of the best that money can buy. This is the same router that your technicians continuously used to pronounce my connection as being OK. This I believe is because you basically cannot argue with the results of my ten computers as being a machine related or OS related issue. You certainly cannot expect all of your customers to have such a high quality router to get your billed advertised speed, or if so it should certainly be a yet another disclaimer in your advertising.

As you can clearly see, I do have skin, and money into this game, and yet I am left with a very expensive and very random Internet connection.

It is now time to install a dual port modem to automate the testing to testmy.net or some site of your choosing, and put an end to this time and resource wasting testing routine, and in my view unwarranted negative speculation regarding my router and my computer fleet. Once you have gained acceptance from this irrefutable data, you can go about actually solving the problem. If it is an electronics issue, upgrade your network equipment. If it is not that, then fix your peering and transit agreements. Just fix it!

By my count I have sent you personally 50 plus email messages and another 10 to Charpectrumchatsupportengineers@charpectrum.com, not to mention dozens of phone calls over these past _*five*_ months. Enough is now enough!

Your failure to resolve this issue in a timely manner has significantly delayed me in having the time necessary to write the final two stories to complete my fifth novel. While I am in fact retired, I do value my time. But if you are trying to discourage me or wait me out, I have at least five good years left in me. Maybe by that time the FCC, FTC, or DATCP will finally wake up to your fraudulent behaviors.

Lefty

FCC Consumer Complaints

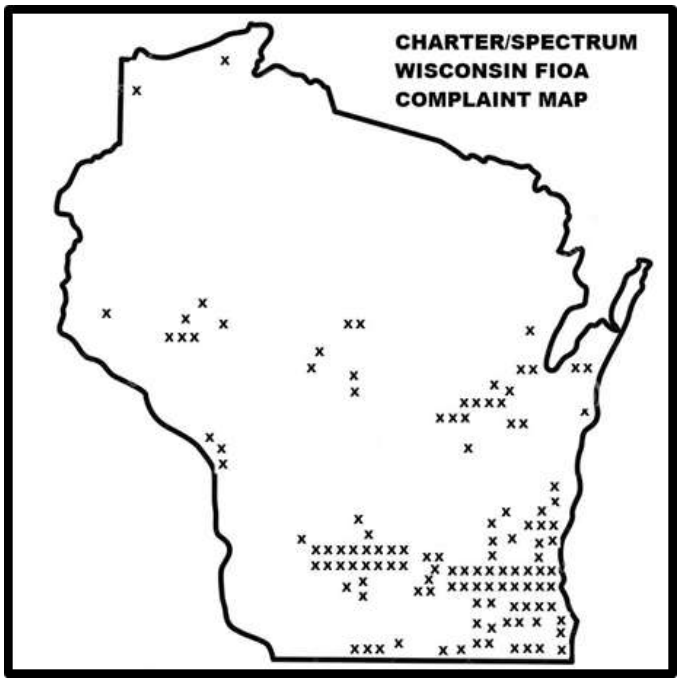
Wiscites Federal FCC complaints can be made here:
https://consumercomplaints.fcc.gov/hc/en-us
Internet specific complaints can be made here:
https://consumercomplaints.fcc.gov/hc/en-us/articles/115002206106-Internet-Form-Descriptions-of-Complaint-Issues

An example of Lefty's personal FCC complaints:
April 8/June 2, 2021 FCC Ticket #4692199, April 10, 2021 FCC Ticket #4703882, April 24, 2021 FCC Ticket #4735423, May 4/17, 2021 FCC Ticket #4682719, April 10/May 16, 2023 FCC Ticket #6123084, May 8, 2023 FCC Ticket #6263554, November 23, 2024 FCC Ticket Number 7378474, December 23,2024 FCC Ticket # 7542363, December 29, Ticket No. 7550355 and Ticket No. 7550359, December 30, 2024 Ticket No. 7552213 (comparing the dates and ticket numbers you can see lots of claims)

Freedom of Information Act or FOIA, requests can be make here:
https://www.foia.gov/agency-search.html?id=ee57c611-328a-4178-9f1c-441fe0f93141&type=component

Choice is quite impossible when you have none.

"But let me be very clear: Capitalism without competition isn't capitalism; it's exploitation. Without healthy competition, big players can change and charge whatever they want and treat you however they want." Remarks by President Biden At Signing of An Executive Order Promoting Competition in the American Economy July 09, 2021



The above map was created from data in a Freedom of Information Act or FOIA requests made to the Federal Communications Commission or FCC from 2018-2024.

These complaints were from most all areas of the state that actually have wireline Internet connections. This graphic shows complaints about Charpectrum only, and does not include complaints from other wireline ISP's.

Theoretically there were **123** Charpectrum speed complaints filed from 2018-2024. They make for interesting, disturbing, and infuriating reading. Monopolistic, rapacious, malevolent, lawless, and evil behaviors are laid bare for anyone to see. (These complaints will be articulated in full in the following pages

And these are only those who actually have access, and are among the few who actually will make a written complaint.

"The Loyalty Effect" by Frederick Reichheld: Reichheld, a well-known figure in customer loyalty research, highlights that most unhappy customers do not complain; they simply leave. He estimates that the typical company only hears from 4-5% of dissatisfied customers.

"Customer Experience 3.0" by John A. Goodman: Goodman's research and writings on customer experience and service recovery emphasize that although complaints are vital for understanding customer dissatisfaction, only a small percentage of unhappy customers will actually lodge formal complaints. In fact, Goodman points out that for every customer who complains, there are likely 26 others who are dissatisfied but don't speak up.

So that leaves Lefty to ponder these approximately 123 Charpectrum Internet speed complaints, (not accurately capturing his own dozen or so complaints) and if these represent perhaps five percent of the actual potential claims, as suggested by the research, then there are in reality about 2500 dissatisfied Wiscites with Charpectrum Internet speeds within this point in time window.

If this holds true across all eight states that Charpectrum operates in, then there are in reality about 20,000 dissatisfied customers with Charpectrum Internet speeds just within this point in time window.

This does also not factor in the other 33 states where some version of Charpectrum operates.

This one particular complaint example below is ***exactly*** indicative of personal experience.

> Ticket: # 7023912 - Charpectrum is engaging in misleading and predatory business
>
> Date: 5/10/2024 11:52 PM
>
> City/State/Zip: Madison, Wisc 53718-3041
>
> Company Complaining About: Charpectrum
>
> Description
>
> Recently I upgraded my Internet with Charpectrum to gigabit. However, since the upgrade my Internet speeds had significantly reduced compared to previously and was unable to reach 400mbps despite advertised as gigabit. Customer service was unable to resolve the issue, so I requested my account be reverted back to the previous plan. Now my bill has increased due to removal of a promotional offer that was not set to expire until 2026. I am being punished for not accepting an upgrade that could not even deliver at 50% of the advertised speed.

Note: Please keep in mind that it is only a percentage of the aggrieved and exploited who will actually file a complaint. And even less actually know about the FCC and WISC DATCP complaint process.

What percentage of customers will file a written complaint about a service?

CHATGPT 4.0 writes: The percentage of customers who file a written complaint about a service tends to be relatively low. Research suggests that only about 1-5% of dissatisfied customers will actually take the time to file a formal complaint, either in writing or through official channels. The exact number can vary depending on the industry, the nature of the service, and the company's customer service practices. Most dissatisfied customers will simply stop using the service, or express their dissatisfaction in less formal ways, such as through word-of-mouth or online reviews.

Several factors influence the likelihood of a written complaint, such as:

- **Severity of the problem**: More serious issues tend to result in formal complaints.
- **Customer engagement**: Customers who feel invested in the service or have a high level of loyalty might be more inclined to file a complaint.
- **Ease of the complaint process**: If it's easy to file a complaint or contact customer service, more customers might take that step.
- **Customer expectations**: Customers with higher expectations are more likely to complain when those expectations aren't met.

It is also worth noting that many customers who have a poor experience might choose not to escalate their complaint formally because they don't expect a resolution or don't feel that their voice will make a difference.

From: FOIA [mailto:foia@fcc.gov]

Sent: Thursday, November 14, 2024 11:15 AM

To: lefty@insiderpub.io

Subject: FOIA No. 2025-000149 (L Insider)

Please see attached…….

2025-000149 (Lefty Insider) 2 other Response Letter 11.14 ADS.pdf
2025-000149 (Lefty Insider) other Final Docs 11.8_Redacted.pdf

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, November 14, 2024 4:42 PM

To: 'FOIA' <foia@fcc.gov>

Subject: RE: FOIA No. 2025-00014x (L Insider)

FOIA,

I want to personally thank you for your prompt response to my request.

If it would be possible at all, I would like to have this data in a .csv or .xls file for my sorting and manipulating.

If this is an over the top request, or not possible, please let me know.

Thanks again, Lefty

Ticket: # 2140127 -Increasingly poor Internet service

Date: 1/1/2018 10:20 PM **City/State/Zip:** Delavan, Wisc 53115

Company Complaining About: Charpectrum

Description

Speeds and packet loss has been dramatically worse over the past few weeks -I have attempted to contact Charpectrum's support online but their Internet service is so poor in my area that chatting with their support simply doesn't work for more than a few seconds, and my IP based phone service is wholly unusable so calling them is a total waste of time. I have tried Charpectrum's online troubleshooting elsewhere, but the online modem diagnostics do not work due to the poor connection, and no avenue of further troubleshooting is possible due to the way their online support is designed. I simply want working Internet service infrastructure in my area that I am paying to utilize.

Ticket: # 2197544 -False Advertising minimum speed of Internet

Date: 1/27/2018 2:59 PM **City/State/Zip:** Madison, Wisc 53704

Company Complaining About: Charpectrum

Description

Charpectrum advertises that the minimum speed in my area is 100Mbps. When I called them to ask why I was only getting 60Mbps, they checked my account, and notified me that 100Mbps was available at my house. However, they stated that I would need to pay a $100 on-time fee, and more than $24.99 per month to get 100Mbps! Since my Internet is already $64.99 per month, that would be more than a 35% increase. I explained that if I paid extra, then the minimum speed is not 100Mbps, it is 60Mbps (what I am getting) and Charpectrum should not advertise 100 is the minimum if 60 is the minimum and customers have to pay more to get 100Mbps. They explained that some customers in my area get 100Mbps, but not in my neighborhood, but that my neighborhood could get 100Mbps, except that I would have to pay more to get it. I stated that I believed the advertising is incorrect, and I was told that they do not have to stand by their advertising, and that advertising is often broadcast to areas where they don't offer a service. I stated that it was false to state that 100Mbps minimum speed if some customers are forced to pay more to get that speed, and also unfair, and that I understood this person did not make advertising decisions, but that I believed it was false and would notify the FCC. They again stated that they would not honor the 100Mbps minimum as it was advertised and again told me I would have to pay more money to receive their advertised amount. Also, after verifying my address on their website, their website also states that 100Mbps is the minimum speed at my address, so their statements violate both their television, and Internet advertised speeds and pricing. I included screenshots I took of their website with my address on it showing what they state are available as the minimum speed.

Ticket: # 2251905 -Charpectrum Unauthorized Account Changes

Date: 2/20/2018 10:58 PM **City/State/Zip:** Kenosha, Wisc 53144

Company Complaining About: Charpectrum

Description

We had a contract for 400 Mbps service that was downgraded to 100 Mbps service without authorization while still billing for the higher rate. Charpectrum was called on February 20th and refused to acknowledge the error and would not address it.

Ticket: # 2285313 -Not Receiving Internet Speed Promised

Date: 3/6/2018 10:41 PM **City/State/Zip:** Plymouth, Wisc 53073

Company Complaining About: Charpectrum

Description

Over the span of about 2 months, I have had to contact Charpectrum 3 separate times regarding my Internet speeds. I pay for and expect to receive at least 100 Mbps. Unfortunately, over the span of 2 months, I have been conducting speeds test and the average speed that I receive is well under 100 Mbps. This is completely unacceptable and is the reason for my complaint. As stated above, I have contacted them 3 separate times and each time they come up with a different excuse and 'fix' the problem. Shortly after talking with them, my Internet speed climbs up to about 118 Mbps for a couple days before returning to well under the speed I am supposed to receive. I am aware of the lawsuit against the company by the New York State Attorney General regarding the ongoing problem with this company not giving the Internet speeds promised. In the screenshot attached showing speed tests, you can see that on 3/5/18 the speed returned to 118 Mbps following my most recent chat with Charpectrum and then as it has before, continued to drop to unacceptable levels.

Ticket: # 2318306 -Charpectrum Internet

Date: 3/21/2018 1:56 PM **City/State/Zip:** Milwaukee, Wisc 53208-3725

Company Complaining About: Charpectrum

Description

I have been dealing with this issue for the past 3 days. My appointment to diagnose the problem on Monday (3/19) resulted in a temporary fix to the speed issues I have been having since November 2017. I am supposed to get 15 Mbps and was only receiving less than 1 Mbps on a regular basis.

Once the installer left the premises, the problems started again. I called Charpectrum's Internet tech support. At that time, it was determined that i was losing 26% of packets and needed to have that resolved.

Another appointment was made for Tuesday (3/20). The appointment was cancelled "by the customer" according to local dispatch. I had not received a text or voice message regarding the appointment. I did not cancel the appointment.

Arrangements were then made for another appointment on Wednesday (3/21). I received a

text message noting that there was an appointment and to confirm that appointment by pressing 1. I did so. an hour later, I received another text noting the installer would be on site soon. I waited for 55 minutes for that person to arrive. No one came, so I called customer service again. The appointment was moved by the installer to Thursday (3/22) without contacting me. I only found this out upon calling customer service.
Yet another ticket was placed and I have been assured that the installer would be on site today (3/21) between 4-5 p.m.
I have also upgraded my service since apparently I was a legacy customer. I was paying $60 per month for 15 Mbps. The installer on Monday (3/19) said I should enquire about the Charpectrum pricing. All information online offered upgrades to my current service at a premium, up to $110 per month. I found out I could get 100 Mbps for $65 per month. I believe this is an example of the customer being taken advantage of due to the merger. I understand this to be equal to price gouging. At no time has anyone contacted me regarding changing my status from being a legacy customer or providing any information that explained the difference between the service tiers and what that means.
Also, since speed is why I started this, I have done 20 tests with the new service tier and have found that although Charpectrum says I should be getting 100 Mbps, I am only getting at most 50 Mbps.
I have wasted 3 days dealing with this issue. I have purchased a new modem just in case my old modem is the problem. I have asked Charpectrum to replace the old wiring with a new drop to my home and the wiring to my modem on the inside of my home.
I do not understand how a company that is a monopoly in my specific area can be allowed to treat their customers with so little respect by providing such poor customer service. Truly, if I could change my provider, I would have already done so. AT&T Uverse is not available in my area even though they provide services in all the areas around my neighborhood. I have been waiting for Uverse to become available for roughly 10 years. AT&T promises they will be moving into my neighborhood at some point in the future, date unknown. My only other option is AT&T DSL.
Obviously, there is no equivalent option to Charpectrum Internet at this time and, therefore, a government authorized monopoly.

Ticket: # 2336305 -Slow Internet.

Date: 3/28/2018 10:00 PM **City/State/Zip:** Madison, Wisc 53726
Company Complaining About: Charpectrum

Description

6mbps download and 3 upload. We pay for 100 mbps speeds and I can’t watch simple video on my phone. Resetting router and connections doesn’t seem to work

Ticket: # 2343323 -ISP Speed Discrepancy

Date: 4/1/2018 10:40 PM **City/State/Zip:** Madison, Wisc 53715
Company Complaining About: Charpectrum

Description

The speed that is received (24 Mbps) is less than advertised (60-100 Mbps). To fix the problem the correct speed could be supplied.

Ticket: # 2343731 -Internet service

Date: 4/2/2018 12:26 AM **City/State/Zip:** Madison, Wisc 53726
Company Complaining About: Charpectrum

Description

I'm paying almost $70 a month for high speed Internet from Charpectrum. The past few months my Internet has been terribly slow. I'm am not getting what I pay for and that is unacceptable. If my Internet service isn't going to be what it is guaranteed to be from Charpectrum then I shouldn't have to pay the full price every month.

Ticket: # 2343853 -My Internet Service Provider is not providing the service it advertises.

Date: 4/2/2018 1:44 AM **City/State/Zip:** Cedar Grove, Wisc 53013
Company Complaining About: Charpectrum

Description

I am using TWC Cable now Charpectrum in Wisc. I am paying about $70 a month for 100 Mbps download speed and 5 Mbps upload speed. I have run numerous speed tests in the past and have never seen my speeds anywhere near 100 Mbps. I'm lucky if I can even get half of that. They control the Internet lines here and can set the speeds to whatever they want, but they are not providing what they are advertising. I was previously paying for 60 Mbps but I received a letter stating that they were upgrading my speed to 100 Mbps free of charge. I have yet to see these speeds in any test results.

Ticket: # 2359469 -Charpectrum 100 Meg Internet

Date: 4/6/2018 7:42 PM **City/State/Zip:** Fond Du Lac, Wisc 54937-8812
Company Complaining About: Charpectrum

Description

They are advertising in our area 100mb Internet service, (Fond du Lac, WISC). When bundled with phone and T.V. (we have all 3 services for over 5+ years) 100 Meg Internet is $ 29.99, phone $ 19.95, and Basic/Expanded T.V. for $ 29.99. This promotion has been offered to new customers for years now. On the business end of Charpectrum 100mb business Internet costs $ 54.95, that's what we pay to have 60mb Internet, a product that is no longer offered by Charpectrum, actually it was never offered, the slower service was 50mb Internet @ 19.99 special price, and 29.95 regular price.

With us paying more than what even a business pays for 100mb Internet, we figured, as infrastructure was upgraded, and the Internet service speeds to service areas was increased, we figured our speed would increase as well.
We have been having issues with our Internet service for weeks now. When tested for speed we get <=60.0mbs down, and 6.0mbs up. Not the 100mbs down and 6mbs up, well we actually get the 6mbs up. Years ago when Charpectrum, offered 50mbs Internet, the upload was only 3mbs. In 2010 that was considered the crème de la crème of Internet, and a huge improvement over the 10mbs down/3mbs up offered by Charpectrum prior to that date.
That is as far as I am going with the history lesson. Here are the facts:
You call to sort the problem out with Charpectrum and the CSR gives you all kinds of excuses. One tells you they will upgrade you for free, the next one says they cant.
In the Fond du Lac area, particularly existing residential areas, 100/6mbs Internet is a pipe dream. Why, the network nodes, and cable infrastructure is old, outdated copper wire NOT fiber optic as also advertised. So many customers are connected to a node the poor bandwidth we do have is even worse when residents are at home and everybody is "plugged in."
What all this amounts to is FRAUD! It has been going on for some time and you guys and gals do nothing to stop it! What is the problem???
To solve our problem is simple, give us what we pay for, not what an old outdated billing system says we are supposed to have. Oh, that was the other excuse, they could not do it, because our account had not been migrated to the new system, just another excuse. We pay $ 54.95 for 100/6mbs Internet the same price as a business pays for the same thing, they probably don't get it either. 60/6mbs is a product that has NEVER BEEN OFFERED by Charpectrum, now Charpectrum. If they can't provide what they advertise they need to stop advertising a non-existent product, FRAUD, and bill us $ 19.95 for the sorry service we do have.
In closing I really hope you have read my letter, it took a long time for me to write, and in reality I am not speaking for just us, but all Charpectrum customers in Wisc with the same frustrating year after year issue. I know what I know about Charpectrum as I am a former employee of the company, fraudulent ethics, is one of the reasons I no longer work there. I guess you could say, now you have a whistle-blower who is willing to testify as to what is going on over there.
Anything but, "Thinking Forward."

Ticket: # 2361004 -Charpectrum unfair business practices

Date: 4/8/2018 1:56 PM **City/State/Zip:** Milwaukee, Wisc 53217
Company Complaining About: Charpectrum

Description

My promo price ended in January 2018 and increased a few dollars in February, I contacted Charpectrum and was advised that increase was due to ending of my promo price. In Jan 2018 my price increased to $140.00 and I was advised that it was fixed for the next 12 months.
I have never received Feb. 2018 bill instead I received a blue letter stating that my account of $140.00 was past due, next I received March bill where my monthly price increased to $188.37

as "promotion had ended" and then I inquired again on my bill and ask the reason I was not notified of another increase ahead of time to give me the opportunity to shop around. Then I was advised again that my promo price ended in Feb. 2018 and price increased. I filed a dispute, an addition I emailed to customer support advising that I disagree with price manipulations and requested to honor first increase of $140.37 however my services were disconnected today on 4/8/18 due to non-payment.
No notes were ever given, nobody called or responded to my email inquiry, services were disconnected.
I was advised by representative that I was called on my home phone, however my home phone is turned off by Charpectrum permanently due to robocalls and Charpectrum "had no way to block those calls except to turn off calling option completely including voicemail options" even so I am on National No-call list.
Even so I paid my phone bill for a few years my phone was turned off as I was bombarded every minute with the calls to a wrong people or robocalls.
Other companies do block robocalls Charpectrum does not meanwhile Charpectrum should know that my phone is off and I am not getting calls or voicemails. I have my cell number on file with Charpectrum instead.
While I am paying for the services Charpectrum has been providing poor services and my phone never worked: I could call out but nobody called me back.
This is unacceptable and unfair while quality is decreasing pricing is unfairly increasing.

Ticket: # 2373691 -Charpectrum Internet Service

Date: 4/12/2018 5:07 PM **City/State/Zip:** Menomonee Falls, Wisc 53051
Company Complaining About: Charpectrum

Description

I'm paying Charpectrum almost $190 per month for my Internet and cable. For that amount of money per month, I expect a certain level of service. I'm aware that in this shithole country that we live in, every Internet provider is a gigantic rip-off, but if I'm paying for 100 Mbps speeds, I should expect more that < 3 Mbps speed. When I call to make an appointment to have it fixed, they make me wait 4 days before they can send a technician. It is unacceptable.

Ticket: # 2539839 -slow Internet

Date: 6/3/2018 3:56 PM **City/State/Zip:** Kaukauna, Wisc 54130
Company Complaining About: Charpectrum

Description

I've been trying to get ahold of Charpectrum all afternoon but with no avail. My Internet has been SLOW for the past 3 weeks. Getting an average speed of 12-14.9. Certainly I pay for more than that. Trying to game or video chat constantly get interrupted. I've done what they said and reset my modem several times, but nothing changes. That chat app won't respond, and now simply doesn't even work.

Ticket: # 2716572 -Intermittent Internet service

Date: 8/19/2018 8:37 PM **City/State/Zip:** Madison, Wisc 53719
Company Complaining About: Charpectrum

Description

For approximately six months have been experiencing periodic, regular loss of Internet service. Previously was limited to Friday evenings, but has gotten progressively worse. Currently service will go out several times an hour at any time of day. Charpectrum has sent more than three technicians to my home claiming my infrastructure is the issue. They have replaced all wiring between their exterior box and my home, including the router, and claim there is nothing more they can do. However they still charge me nearly $60 per month. I requested a credit for poor service and was offered approximately forty dollars, for months and months of documented problems. I called last night and was told someone at a management level would call me this morning. That never happened.

Ticket: # 2748929 -Slow Internet Speeds and Connection Drop Out

Date: 9/4/2018 4:07 PM **City/State/Zip:** Mequon, Wisc 53092
Company Complaining About: Charpectrum

Description

I have been having Internet connection and speed issues since January 2018. After multiple technician visits, the issues persist. I currently have a technician visit scheduled to hopefully remedy the issues. I have not been receiving promised/advertised downstream speeds of 200 M, and I lose Internet connection throughout the day even when connected directly via Ethernet cable to the Charpectrum supplied modem. When I chatted with a Charpectrum rep online, I was not able to obtain a credit for the subpar service. I am requesting a partial monthly credit of $20 per month for the months that my service has been affected (January 2018 to present) for a total credit of $180.

Ticket: # 2807983 -Not receiving speeds paid for

Date: 9/29/2018 3:53 AM **City/State/Zip:** Oak Creek, Wisc 53154-2189
Company Complaining About: Charpectrum

Description (blank)

Ticket: # 3019846 -Internet speeds far slower than advertised

Date: 1/30/2019 12:07 AM **City/State/Zip:** Madison, Wisc 53719
Company Complaining About: Charpectrum

Description

I pay Charpectrum for 400MB Internet service. During the times when I am at work, aka not home and using the Internet, I can hit those speeds. When I'm at home trying to use the Internet in evenings, speeds lately are as low as 20MB. Their agents tell me that this is acceptable and is due to using the Internet during "peak times." I understand how the Internet works --this is deficient hardware on their end --how can they legally do this?

Ticket: # 3025932 -Charpectrum Not Providing 1GB of Speeds as paid for.

Date: 1/31/2019 10:38 PM **City/State/Zip:** Bristol, Wisc 53104

Company Complaining About: Charpectrum

Description

We have almost a dozen service calls for our service dropping or very low speeds. We have showed Charpectrum technicians reports of speed activity and the times of day that our service typically drops.

We have explained this to the final technician and he was able to see a drastic drop in service including QUAM issues through his JDSU meter (this is the same testing meter all other Charpectrum technicians used)

We were told that service drops were replaced to correct the issue, this was never done the original cable wire still has the same color paint as our building. Our modem/router has been replaced several times.

The second technician changed our public static IP address and gateway, causing us to completely reconfigure our networks, VPN Connections, Remote Services, and Security Systems.

We still continued to have issues with speed and connection, our speeds average about 690 MB download and 40 MB upload. We have never had an issue with upload speeds, as we have consistently received the paid for upload speeds. The main issue is with our severely low download speeds, we pay for 1GB service and have never seen those results, even the Charpectrum technicians could not achieve speed tests of 1GB. The last visit we had was with the Charpectrum District Manager that indicated Charpectrum cannot provide 1GB speeds and we need to ask his advertising department why they are advertising wrong. Our monthly Internet bill clearly indicates we are being charged for 1GB of speed and have never seen those speeds. When you contact Charpectrum via telephone the agent indicates he can see an issue with our service, or that we should be using different equipment. The Charpectrum technicians that come onsite state that there is no problem and the agent on the phone doesn't know what they are talking about. We have upgraded or Internet speed several times and out of all the years, all of the Charpectrum technicians never noticed faulty wiring that was shorting out the modem and causing Internet to drop or degrading our Internet speed severely. The technician that originally install our 1GB service, stated that he can’t believe no one noticed the shorting coax wire, and this likely was causing our original speed issues we constantly complained about, and the reason that we upgraded to faster speeds. After research on this issue and speaking with my partners in the IT field, I believe that Charpectrum is providing us less than advertised speeds and/or throttling our speeds. I noticed that the Attorney General of New York has filed suit against Charpectrum for this exact same issue. We have sustained several damages due to Internet outages and changes in our network topology. We have no other choice but to get the FCC investigators involved in this situation due to the damages sustained and the service/support provided.

Ticket: # 3035711 -Not getting advertised speeds

Date: 2/6/2019 12:18 AM **City/State/Zip:** Altoona, Wisc 54720
Company Complaining About: Charpectrum

Description

I am not getting the speeds I am paying for. Charpectrum refuses to ensure I am getting the speeds I am paying for, and say my speeds are "within acceptable levels." I should be getting at least 400mbps speeds at all times.

Ticket: # 3035821 -Slow speeds

Date: 2/6/2019 8:21 AM **City/State/Zip:** Wausau, Wisc 54401
Company Complaining About: Charpectrum

Description

I'm having very inconsistent and slow Internet speeds in my house. I had two techs come out and change some cables and my modem, but the issue seems to be outside of my home. The issue was supposed to be resolved on 1/28 but it was not.

Ticket: # 3237483 -Little to no Internet speeds charged 78-140 dollars a month

Date: 5/6/2019 2:14 AM **City/State/Zip:** Burlington, Wisc 53105
Company Complaining About: Charpectrum

Description

I have not received the Internet speed or anywhere near it in the years I have been a customer. I have requested help over and over and nothing is resolved after technicians come out. They continue to charge me for 100mb download and I get maybe at most 23, but mostly in the single digits. I get disconnected a lot.

Ticket: # 3294973 -Continuous Slow Charpectrum Internet

Date: 5/28/2019 6:06 PM **City/State/Zip:** Elkhorn, Wisc 53121
Company Complaining About: Charpectrum

Description

Hello,
I'm a consumer of Charpectrum Internet Services, and I've noticed over the last 30 days or so that the Internet speeds that I've been receiving have not been what I pay for. In addition to rarely receiving the 60 Mb/s that I pay for, there are continuous nightly slowdowns.
I understand that many people stream data during night, but this should not be an excuse for speeds as low as 4 Mb/s during this time.
I'd like to file a complaint towards Charpectrum because I believe they are committing fraud by not fixing this issue even when I complain to them.

Ticket: # 3308318 -Weekly outages

Date: 6/4/2019 12:58 PM **City/State/Zip:** Delavan, Wisc 53115
Company Complaining About: Charpectrum

Description

Charpectrum has outages on at least a weekly basis. They almost always seem to be on their end as some sites and services do work but the majority don't or work very poorly. I don't know if their system for updating DNS is just bad or what. But if it's due to regular maintenance then they should really be informing their customers. Lastly they never offer any help as its fixed eventually but if it happens this often there should be systems in place to simply prevent it.

Ticket: # 3309840 -Consistent Outages and DNS Issues

Date: 6/4/2019 9:00 PM **City/State/Zip:** Madison, Wisc 53703
Company Complaining About: Charpectrum

Description

I contacted Charpectrum today to report another outage. Monica, the CSR was nice and offered me a credit (the gesture was certainly appreciated more than the $6). However the persistent outages are becoming intolerable. This is at least the 3rd such outage that I can recall in the last month or two. They won't acknowledge any problems on their site nor social media. Only if you take 5-10 minutes out of your day to call them, wait on hold, etc will they then say "we're aware and working on it." Unfortunately, creating extra costs through credits, needlessly tying up their employees on the phone, and submitting complaints is the only way I can think to get them to actually acknowledge and fix the issues. I'm about 90% sure this will get dumped onto a spreadsheet along with a few hundred/thousand others and completely ignored. I wouldn't bother, but I can't actually do any work right now because my Charpectrum Internet is such garbage. So here you go!
P.S. This is the fourth time submitting the form because the page keeps timing out when attempting to display the CAPTCHA form. Veteran move, Charpectrum!

Ticket: # 3380957 -Internet is unacceptable

Date: 7/9/2019 10:43 PM **City/State/Zip:** Appleton, Wisc 54913
Company Complaining About: Charpectrum

Description

My Internet speeds are 1mbps, when it works. I have contacted Charpectrum numerous times regarding this and only get the run around. I am paying for 100mbps speed. This is unacceptable. I want the high speed Internet that I am paying $70 per month for.

Ticket: # 3465755 -Internet complaint against Charpectrum

Date: 8/15/2019 1:43 AM **City/State/Zip:** Plover, Wisc 54467
Company Complaining About: Charpectrum

Description

I am filling a complaint against Charpectrum for Internet that doesn't work or isn't reliable. I have had several technicians at my apartment 2 in the last week and none are solving the problem. They keep giving my new equipment and I am paying almost $100 a month for something that doesn't work.

Ticket: # 3479564 -Internet Slow Speeds

Date: 8/21/2019 12:41 PM **City/State/Zip:** Milwaukee, Wisc 53211
Company Complaining About: Charpectrum

Description

We've been having slow Internet speeds much lower (between 60-120 directly from the new docsys 3.1 cable modem supplied by Charpectrum) than the 200mbps stated speeds the last several months.

Ticket: # 3544250 -ISP 20 second lag on a certain website for past 2 years

Date: 9/19/2019 11:34 AM **City/State/Zip:** Milwaukee, Wisc 53211
Company Complaining About: Charpectrum

Description

I noticed since Feb. 2018 a certain website I need to use (www.veoone.tdainstitutional.com) has a 20 second lag for each click of the screen, and have verified it either the ISP or cable modem supplied by them. It is not my router (same lag time before & after router to pc when I connected directly to the cable modem), not my pc hardware, other household pcs have same 20 second lag on this site with different hardware & software settings & components, not the website as local public library computers using AT&T as their ISP have no lag time for that same site. Not a browser issue since the same on all 3 browsers I tested (chrome, firefox, IE). I would like Charpectrum to test & verify how to allow me to use this website without any lag time. It sometimes goes to the Charpectrum screen that the site cannot be found, or if it is found on occasion, has the 20 second lag time every time.

Ticket: # 3654585 -Defrauding and misrepresentation of services

Date: 11/12/2019 12:46 PM **City/State/Zip:** Brookfield, Wisc 53045
Company Complaining About: Charpectrum

Description

I signed up for Fiber Internet with Charpectrum at my place of business late 2017. I paid $629 each month to receive a speed of 50 mbps for down load and up load. I never received the speed of 50 mbps and was given 25 mbps for the last 2 years. This has caused me a great deal of productivity loss due to slowness of the Internet speed. I found out about it this past Sunday

that the reason for the slow speed was Charpectrum. I spent half day yesterday on the phone to resolve it. After all the hardship I have endured and the overpayment for a services been half what it should have been they only offer is $100 a month for the last 2 years. This is unacceptable to me.

Ticket: # 3694147 -Latency

Date: 12/4/2019 10:51 AM **City/State/Zip:** Lodi, Wisc 53555
Company Complaining About: Charpectrum

Description

Very bad connection interruptions and latency/packet loss.

Ticket: # 3727463 -Internet speed and charges

Date: 12/25/2019 12:30 AM **City/State/Zip:** Two Rivers, Wisc 54241
Company Complaining About: Charpectrum

Description

Charpectrum claims to have the fastest Internet but I'm not getting the speed they claim to give! Now, they just jacked my monthly bill $18.75 more!! I'm outraged and I've complained on 5 separate occasions about this fraudulent claim!!! I want justice!

Ticket: # 3739404 -Second Attempt to Rectify Unacceptably Low Internet Speeds (>50% what they promise)

Date: 1/5/2020 4:02 AM **City/State/Zip:** Madison, Wisc 53703
Company Complaining About: Charpectrum

Description

I sent a complaint recently about this issue -they contacted me the next day, allegedly wanting to resolve it. Two weeks later, I was able to find time to have their technicians look check it out. They did something outside, and my Internet returned to 200MB/S. It went back down to under 90MB/S within days. I work online, I go to school online, and their terrible service is hurting me dearly. I wrote below that I contacted them about this issue, but this time I skipped right to filing a complaint because I've been on them about this same issue since I first had this Internet. They kept telling me it was related to some outages I experienced earlier. None have happened for a long time and the technicians didn't seem to know what I was talking about. I'm a cybersecurity major -I know most of what those technicians know, at least about the user-end stuff like modems, routers, and computers. I know there's nothing wrong with my modem or router -I checked. They checked my modem too. I'm using a my own router though and they wouldn't check that. I have to wonder if maybe they're trying to penalize me for paying for their router or something and attempting to pass it off as technical difficulties on me end in their reports.
Their continuous and brazen failure to provide the service they advertise, and that I pay for, is nothing short of fraud and it's interfering with my education and livelihood. Please, for the love of

all that is good, do something. I'm being impacted by this far more than most people would because of my line of work and the type of school I attend.
If you need additional information, or even if you'd just like additional information, I can provide screenshots of information directly from my router and modem tomorrow. It's 2am though and I'm barely coherent enough in my exhaustion to write a succinct 5-sentence description.

Ticket: # 3740463 -Internet Speeds

Date: 1/6/2020 1:18 PM **City/State/Zip:** Waunakee, Wisc 53597
Company Complaining About: Charpectrum

Description

something is seriously wrong with our Internet service through Charpectrum in Waunakee, WISC...I do a lot of online gaming/video streaming, and am almost never able to play a whole game due to service cutting out randomly. This has been an issue ever since we moved here. I am pretty literate in technology, and have tried every quick fix imaginable. ISP has sent people out multiple times to try and fix it, and every time they agree that something is fishy but can't figure it out. I go to school in Iowa now and have lived in a dorm + two different apartments there. Not once have I had issues like here in WISC. All of my friends experience this same thing. (also — I am sure that the Internet package we have here in WISC is MUCH better than what our landlord is providing).

Ticket: # 3759570 -Slow Internet Speeds

Date: 1/16/2020 1:53 AM **City/State/Zip:** Neenah, Wisc 54956
Company Complaining About: Charpectrum

Description

I subscribe to 100mbs service from my ISP, but my speeds routinely fall 30% or more from this point.

Ticket: # 3779092 -Charpectrum Still Provides Unacceptable Internet Speeds

Date: 1/25/2020 2:17 PM **City/State/Zip:** Appleton, Wisc 54913
Company Complaining About: Charpectrum

Description

This is my second attempt to file a complaint. Today my Internet speeds are less than 1mbps. I am paying $75 a month for 100mbps.
Charpectrum has continued to do nothing to improve my speeds and bring them anywhere near what I am paying for. They have ignored the last complaint I filed.
I am not interested in playing games. I want speeds at least near what I am paying for. Nothing else is acceptable.

Ticket: # 3779603 -Slow Internet Speeds

Date: 1/25/2020 11:31 PM **City/State/Zip:** Neenah, Wisc 54956

Company Complaining About: Charpectrum

Description

Filed a complaint for slow speeds despite increased costs.

No response from the company so I called to cancel service, but Charpectrum suggested "upgrading" from 100 mbps to 400 mbps service for same price. Days later, download speeds are 80 mbps.

Ticket: # 3877147 -Internet Speed

Date: 3/11/2020 2:05 PM **City/State/Zip:** Pleasant Prairie, Wisc 53158

Company Complaining About: Charpectrum

Description

The consumer is calling about Charpectrum as his carrier

He only has Internet service

He states he is paying for 200 MGBTS and he is only getting 60 MGBTS

He has reached out to the carrier

They give him different reasons for the issues

He states he has inconsistent speeds

He states he is having streaming issues

The consumer wants to get what he is paying for

He does not want excuses

The consumer is requesting a refund

CTR405-phone

Ticket: # 3894741 -Slow Speed

Date: 3/22/2020 9:09 PM **City/State/Zip:** Green Bay, Wisc 54303

Company Complaining About: Charpectrum

Description

I pay for 400mbps download and 20 mbps upload. While I get this speed sometimes, I am no where close to getting these speeds in the evening. I'm lucky if I get 10mbps. The bandwidth in my neighborhood needs to be upgraded for the customers they have and bill here.

Ticket: # 4034534 -quality of service

Date: 6/17/2020 5:34 PM **City/State/Zip:** Janesville, Wisc 53545

Company Complaining About: Charpectrum

Description

Over the past 8-10 months Our Internet has been consistently slow. Hardware and service lines have been replaced by their technicians on three separate occasions. Charpectrum approved troubleshooting has been utilized with confirmation of poor quality service. The desired outcome would be to have the quality of service that matches the agreed upon pricing.

Ticket: # 4045117 -Intermittent connectivity issues

Date: 6/23/2020 2:03 PM **City/State/Zip:** Wausau, Wisc 54401
Company Complaining About: Charpectrum

Description

For over a year I've been having intermittent connectivity issues. My service would totally disconnect or my ping would spike to hundreds of milliseconds. Due to my job of being a full time twitch streamer I need the most reliable Internet. I've had multiple techs sent to my house. I've changed 3 modems in the last week. Nothing solves it and the techs say everything is fine since it is an intermittent issue. I have attached some ping graphs which show some disconnects and ping spikes.

Ticket: # 4068823 -Charpectrum Internet

Date: 7/6/2020 12:42 PM **City/State/Zip:** Madison, Wisc 53718
Company Complaining About: Charpectrum

Description

Every single day, usually a minimum of twice, my Internet goes down for 5+ minutes at a time. It is obviously extremely frustrating, and this only started about a month ago.

Ticket: # 4109047 -Internet Speed

Date: 7/24/2020 11:49 AM **City/State/Zip:** Little Chute, Wisc 54140
Company Complaining About: Charpectrum

Description

I am currently plan with Charpectrum that promises 100 mpbs at a cost of $69 per month. I am only getting 18.85 download and 11.66 upload speeds. Today after multiple calls and finally getting transferred to the dept that was supposed to schedule a technician to come to my home...I was put on hold for over 28 min and then got connected and immediately disconnected right after the agent asked my name. I have been phoning and waiting for over 2 hours total and still unable to schedule the promised service call.
I want to be reimbursed for all charges for the past 12 months and I want Charpectrum to call me at and schedule the technician to come and repair the issue..

Ticket: # 4112590 -Internet Service Repair

Date: 7/26/2020 8:59 AM **City/State/Zip:** Mequon, Wisc 53092
Company Complaining About: Charpectrum

Description

Multiple times a day my Internet will disconnect and become unusable. Every time it's referred to the Maintenance area and every time I am told they fixed something but it what they did didn't fix anything. Each time I need to have a tech visit my house to start the process over and while I have to hear about their employees and CoVid safety what about my families. Each time a tech will visit and say it's not between the tap and modem and every time the phone tech can see my

modem disconnect multiple times. I had this 8 months ago as well. I have video no one came and even checked the tap in the service box.

Ticket: # 4144071 -Internet Speeds Significantly Lower Than Advertised

Date: 8/9/2020 11:18 PM **City/State/Zip:** Appleton, Wisc 54911
Company Complaining About: Charpectrum

Description

I pay for 400 Mbps Internet and have never seen a speed higher than 180Mbps when testing at multiple different points throughout the daytime and nighttime as well as testing over a long period of time.

Ticket: # 4161346 -Charpectrum Internet Speeds

Date: 8/17/2020 2:02 PM **City/State/Zip:** Madison, Wisc 53704
Company Complaining About: Charpectrum

Description

I signed up for 200 Mbps speeds and according to the Charpectrum Speed Test I am receiving that speed. The problem is according to Speed Test's independent site I am only receiving about 112 Mbps AND according to the FCC Speed Test app I am also only receiving around 112 Mbps.

Ticket: # 4208841 -Throttling / Deceptive Internet Speeds / Deceptive Advertisement

Date: 9/6/2020 4:20 PM **City/State/Zip:** Mineral Point, Wisc 53565
Company Complaining About: Charpectrum

Description

Installation was on July 20th. The modem was not provisioned correctly, after going through several modems and routers the tech was able to establish a connection. The connection was half the speed advertised which was 1 GIG service, which the sales representative said on a recorded and monitored call. Deceptive because the service is not a GIG, it's 940 Meg which was mentioned by the Tech and showed me the terms and conditions. I acknowledged I wasn't told that by the sales representative the tech apologized and showed me the speeds chart of the correct speeds. The speed tested showed 594.95 Mbps on 7/20, not 940 Mbps. The tech said because of the router the speed would not show the full speed. A second test showed 550.16 Mbps on 7/20. After two days I did another test which showed 501.20 Mbps on 7/22. I called the Charpectrum on 7/24 at 8:38 PM regarding the speed. Tech support said it was untrue that the router could not do 940 Mbps and that it was possible for the router to perform that speed. A second tech 7/25 was sent 6 PM. I showed the tech the speed results on 7/22 of the third test showing 378.18 Mbps. The second tech said it was because the router could not perform the full speed. Showed me the fluctuations chart of between 716 Mbps and 940 Mbps. Tech said I needed to buy a third part Gigabit Ethernet switch to be able to get the full speed. I called Charpectrum on 8/3 at 8:30 PM regarding speed problems again. On 8/8 a third tech arrived at 3 PM. He had no recollection of issues and said they told him nothing. I explained that speed

fluctuations were all over the place, he said all he could do is test the speed currently. The tech left then. I then called Charpectrum on 8/8 at 3:50 PM right after the tech left and explained that he had no idea of the issue and did not fix anything. 8/13 8 am a follow up of the same tech as before on 8/8 came, tested the connection. I said that on that day the speeds had been good but the other days had a complete disconnect of service. He said he could only test the speed and that they had outages lately. On 8/20 I called Charpectrum to get a supervisor since the issue still persisted. They direct me to Rocky at the phone number 1-360-xxx-xxxx. On 8/21, 8/24, 8/25, 8/27, 9/2, 9/6 I attempted to call Rocky. Rocky called me during work and left a voicemail on 8/21, 8/24 saying that I was outside his time zone and we would have to try and meet during his work times. I called and called him during my breaks, before and after work with no connection to Rocky. In this time I also connected to Dan a Supervisor Technician at the same time on 8/19, 8/22, 8/25. On 8/22 Dan sent a technician who repaired the line outside my residence due to squirrels biting through the line. This seemed to fix the speeds incrementally, but drops still occurred on weekends by half the speeds. I then sent Dan on 8/25 images of the speeds of 343.6 Mbps with the following speed of 308.0 Mbps. Showing that the speed drops were still occurring. Finally on 9/6 at 12:33 PM I talked to another Supervisor. We could not come to an agreement on the credit, the 11 hours I spent on the phone, the 5 tech appointments, and 17 calls or more he did not want to waive any installation charges or credit the account accordingly. I am asking to be reimbursed for the installation charge, with no quarrel for paying for the monthly charges.

Ticket: # 4209081 -Netflix throttling and false speeds

Date: 9/6/2020 8:56 PM **City/State/Zip:** Eau Claire, Wisc 54701
Company Complaining About: Charpectrum

Description

I pay for 400mbps down and 20mpbs up. When i do a fast.com speed test i get max 250mpbs down to min 99mbps down. When i do other speedtest i cant achieve speeds past 250mbps down , wired or wireless with or without wireless modem.

Ticket: # 4307090 -Substandard Internet Service

Date: 10/16/2020 12:03 AM **City/State/Zip:** Janesville, Wisc 53545
Company Complaining About: Charpectrum

Description

I have upgraded my Internet service twice to try to alleviate slow speeds. No matter the plan I choose I always receive approximately 1/3 of the advertised speed for greater than 50% of my day. This increasingly affects my ability to work from home during this pandemic. I have contacted Charpectrum numerous times and nothing they have done has fixed or remedied this problem.

Ticket: # 4322861 -Charpectrum lying and not fixing Internet issues.

Date: 10/23/2020 1:20 AM **City/State/Zip:** Hartford, Wisc 53095
Company Complaining About: Charpectrum

Description

Hello I moved to a new residence about 5 months ago, and I set up a new Charpectrum service; I've been having issues from day one of setting it up. I lose Internet service 20+ times a day and have constant intermeticy/throttling issues. Charpectrum has sent many technitions over, but all they ever do is replace/reboot the router/modem, but the last time they were over the technition flat out lied to me. He said the issue was out eletricial voltage was interfering with their equpment, so I have two eletrictions come over to check it out but they both told me our voltage was fine and that the Charpectrum technition was lying. I call Charpectrum for an explanation from a supervisor; they put me on hold for over an hour to wait for a supervisor. After an hour they offer to have a supervisor call me back, but I never recieved a call back.

Ticket: # 4403607 -Internet service provider connection speed throttling

Date: 11/30/2020 8:48 PM **City/State/Zip:** Washburn, Wisc 54891
Company Complaining About: Charpectrum

Description

Service is intermittent. Each connected device registers a different connection speed test result. We agreed to a 100 mbps plan, the highest test result from Charpectrum's own test is less than 50, the lowest result was either unconnected or 17.6kbps. The price we pay each month is nearly$75.00, we are not getting anything near what we pay for.

Ticket: # 4405308 -Charpectrum Internet Upload Speed Issues

Date: 12/1/2020 3:48 PM **City/State/Zip:** Milwaukee, Wisc 53210
Company Complaining About: Charpectrum

Description

There has been Internet upload speed issues since 5/22/2020. Upload speeds drop from 10+ mbps (what is advertised in the service plan) to as low as 0.00 mbps during daytime hours (typically 10am 10pm), returning to normal overnight. The most recent Charpectrum technician was out on 11/26/2020 and stated that the issue exists outside the residence, that he had put in a work order, and that the issue would be resolved within 72 hours. We attempted to contact Charpectrum as the 72 hours have elapsed and the issue remains unresolved. Identifying/repairing the cause of the low upload speed would resolve the issue, while Charpectrum providing an account credit/refund for the 6+ months this issue has been ongoing would make it right.

Ticket: # 4450262 -Internet Speeds

Date: 12/22/2020 12:28 PM **City/State/Zip:** Milwaukee, Wisc 53204
Company Complaining About: Charpectrum

Description

Internet Speeds are not close to those paid for. They are typically at least 50% less than what I pay for. I have had multiple techs out and have missed work multiple times to accommodate this. I am sick of them coming out to "fix the issue" and then doing nothing about it.

Ticket: # 4465158 -Charpectrum Outages

Date: 1/4/2021 11:17 AM **City/State/Zip:** Kenosha, Wisc 53144
Company Complaining About: Charpectrum

Description

Since October 2020, our subdivision has had several outages. Some have been short intermittent throughout the day and others have lasted up to 12 hours. In some cases, Charpectrum admits there is an outage and others they claim it is my network. I have replaced my network equipment and continue to have issues and IF it was my equipment, why is our subdivision FB group report having issues at the same time? Is all of our network equipment having issues at the same time? Normally, I would have had enough and found another provider. Unfortunately in Kenosha, we really have no other options! They replaced my modem and currently have no ability to monitor the logs.

Ticket: # 4486305 -Unstable upload in my neighborhood

Date: 1/13/2021 5:19 PM **City/State/Zip:** Holmen, Wisc 54636
Company Complaining About: Charpectrum

Description

I am a full time streamer on Twitch, for me to make my living I need to have a consistent upload speed. While streaming for the past 3 months I have had many intermittent drops during my livestreams. To troubleshoot this issue I started out by replacing my router to a Linksys WRT32x and replaced my modem to a Netgear CM1000. I replaced my CAT-6A cables with brand new ones. I have had multiple techs out here. The first one replaced the faceplate and coax cable and tested the noise, the problem still persisted. The second one came and capped off any inputs on the splitter that could cause noise and replaced fittings on all the cables inside as well as the ones on our box at the back of our house, still had the same problem persist. The final tech came out 2 weeks ago and replaced fittings at the tap and laid a new line and replaced any extra fittings that may have been older while also testing the activity on the node and mentioned it was around 41%. I am at my whit's end and believe this to be something much larger than what a tech can do and needs to be handled on the maintenance end.

Ticket: # 4545694 -Issues with Charpectrum Internet

Date: 2/9/2021 2:24 PM **City/State/Zip:** West Allis, Wisc 53227
Company Complaining About: Charpectrum

Description

For over a year now my upload speed has been intermittent. Will work as advertised for period

of time but then will become unstable and drop very frequently until a tech is sent out to fix it. The problem gets resolved but then returns after a period of time. I have had many techs come out and the process just keeps repeating. The last straw was yesterday, February 8th, I was scheduled to have a superior tech out to look at it. He never showed up and I was never updated as to why. I had to call a hour after the schedule appointment to see what was going on and they had no answers other than to reschedule my appointment 3 days later, February 11th at 8pm. Leaving me unable to work since February 6th until the 11th due to unstable Internet.

Ticket: # 4580322 -ISP oversubscribed my area causing poor performance

Date: 2/25/2021 10:30 AM **City/State/Zip:** Onalaska, Wisc 54650
Company Complaining About: Charpectrum

Description

I would have submitted this years ago but just found out I could file a complaint about this. I have had numerous technicians state that my area is oversubscribed and they need to add another node. I spoke with a quality guy named Jake and he stated they are at 83-95% capacity in my area. I consistently get packet loss and late packets causing unacceptable lag while playing games. It makes it unenjoyable to say the least and at times unplayable. I play online with friends from 30 miles away on the same game server at the same time and they don't have these issues. My voice chat gets cut out half the time and my friends' never does. My wife gets kicked off her work video calls in microsoft teams with potential customers as well, while her coworkers have no issues. I ran the test on packetlosstest.com and get 98% late packets most times. One day I ran 45 speedtests back to back and got an average of 66mbps download. I have 100mbps service from Charpectrum.

Ticket: # 4780914 -Charpectrum throttling connection speeds based on connection type and device type

Date: 5/15/2021 10:59 PM **City/State/Zip:** Stevens Point, Wisc 54481
Company Complaining About: Charpectrum

Description

Upon switching ISP's, It immediately came to my attention that Charpectrum had been limiting my Internet speed far below the advertised speed that I purchased. Charpectrum throttles connection speed based on connection type (encrypted) and connection device type (laptops, IOT, Anything that is not a desktop, even the router itself)
All effected devices run at 125mbps download speed, far, far below the advertised speed I was expecting of 450mbps download.
Bring back basic Internet protections. Bring back Internet privacy. Bring back net neutrality.

Ticket: # 4795874 -Billing

Date: 5/23/2021 5:17 PM **City/State/Zip:** Columbus, Wisc 53925
Company Complaining About: Charpectrum

Description

Rep was very rude and raised my bill on me wouldn't help me with any of my concerns called me a lair. Company is not.loving up to it's speeds or customer service.

Ticket: # 4847014 -Frequent Internet outages

Date: 6/16/2021 6:22 PM **City/State/Zip:** Menomonee Falls, Wisc 53051
Company Complaining About: Charpectrum

Description

In the past several months, Charpectrum, our monopolistic Internet service provider has failed to provide reliable Internet service for many customers in the Menomonee Falls, Wisc area. The customer service people are nice and appear sympathetic, but we are not getting our moneysworth. We have repeatedly called to report outage, and they offer excuses but it is not helping. When the Internet is down, we can't do anything. They say there is line noise but have not found where it is coming from or offered us an idea when this would be permanently solved. In many ways, their service falls below that in a 3rd world country. As a matter of fact, when we were in India for 2 months in January.February last year, we did not lose Internet connection for a second. Yet, in this technologically most advanced country, we have to put up with this crap. By the way, we are not in a rural area; we're in the Milwaukee metro area. Business accounts never lose connection, but ordinary customers do—which indicates a discriminatory behavior to a whole class of customers. We do pay our bills on time. Unless the FCC threatens to fine them, they will not "wake up and smell the coffee". In addition to the loss of connection, there are myriad times when the speed drops below acceptable levels to continue zoom or Webex for my professional endeavor of teaching students online.

Ticket: # 4917872 -Charpectrum Internet

Date: 7/23/2021 4:11 AM **City/State/Zip:** Eau Claire, Wisc 54703
Company Complaining About: Charpectrum

Description

Charpectrum is the only real option for Internet in my area (Eau Claire, WISC) and their service is unreliable and overpriced. The lack of competition clearly lets them get away with terrible service, and they have made it clear they don't intend to improve things. In fact, prices keep going up despite service getting worse. It would be great to either see them held accountable to the customers they're charging every month for a service they hardly provide, or to see competition in the area become available.

Ticket: # 4962632 -POOR FLUXUATING INTERNET SPEED THURSDAYS THROUGH SUNDAYS

Date: 8/15/2021 3:57 PM **City/State/Zip:** Sturgeon Bay, Wisc 54235-2600
Company Complaining About: Charpectrum

Description

For the last 8 months I have been battling intermittent speed fluxuations that last for days

without resolution. Worst on Thursday's-Sunday's. Each time I contact technical support at Charpectrum I'm told everything looks fine to them. Each time they dispatch a service technician that cant find said problem because appointment is set for a later date! I have tried many different modems, all the speed packages and same problem presents despite our efforts. Engineering needs to look into this matter and no one at Charpectrum seems to know how to get this done!

Ticket: # 5008286 -Charpectrum -Slow Internet Speeds (Unusable Upload Speed)

Date: 9/6/2021 1:39 PM **City/State/Zip:** Milwaukee, Wisc 53223
Company Complaining About: Charpectrum

Description

Over the past few months, I have been experiencing my Internet speeds be cut in half from what I was advertised and am paying for which is 200MBPS down and 10MBPS up, as well as my upload speed be cut down to unusable levels from a advertised 10MBPS to 0.07 at times. Contacting Charpectrum numerous times, they go through their basic troubleshooting that I already do myself, and upon finding "nothing wrong" they will proceed to send a tech to my house to troubleshoot the equipment himself. They are refusing to escalate the problem as it consists every time and check the various lines outside of my home to see if there is a issue there.

Ticket: # 5018771 -Slow Internet Speeds

Date: 9/10/2021 8:34 PM **City/State/Zip:** Milwaukee, Wisc 53225
Company Complaining About: Charpectrum

Description

I am receiving less than advertised Internet speeds. I was given a self install kit and installed my cable modem according to the instructions provided. I have experience in the IT field so I don’t doubt it’s install correctly on my end. I pay for 200/MBits down. After a restart of the modem, I receive at best 50/MBits down and That doesn’t last very long. After a few hours I’ll be lucky to get 30/MBits down. Once a day or two goes by, I receive 10-20/MBits at best. I have tried multiple routers with different software, so I know it isn’t a problem with my router. I have not contacted my ISP about this because their support is generally useless and I don’t care to waste my time in that manner.

Ticket: # 5020140 -Advertised speeds

Date: 9/12/2021 2:33 PM **City/State/Zip:** Milwaukee, Wisc 53204
Company Complaining About: Charpectrum

Description

I have currently lived in my apartment for one year. This will be the second time I am filing a complaint against Charpectrum. I currently pay for 400mbps plan. On average, on a good day... I get close to 100mbps. That means I could easily pay for the lower plan, however Charpectrum

does not make it easy to downgrade plans. I was promised this winter after having experienced technicians, an engineer and the personal words of some higher ups who had contacted me. The issues had been resolved for approximately one month. Since that time my Internet speeds have been lackluster to say the least.

Ticket: # 5057348 -Continuous Connectivity Issues

Date: 9/30/2021 5:03 PM **City/State/Zip:** Milwaukee, Wisc 53207
Company Complaining About: Charpectrum

Description

Since December of 2020 I have had issues with packet loss and high ping. Technicians have told me there is a node issue. It hasn't been fixed despite many service calls.

Ticket: # 5127050 -Connection drops and slow speeds

Date: 11/5/2021 9:06 PM **City/State/Zip:** Waukesha, Wisc 53188
Company Complaining About: Charpectrum

Description

Connection randomly disconnects and speed is lower than advertised. Have had a technician out multiple times and problem is still ongoing. Technicians can't find anything wrong with the equipment or connections in my home.

Ticket: # 5133491 -Internet speed and incorrect billing

Date: 11/9/2021 10:24 PM **City/State/Zip:** Westbend, Wisc 53095
Company Complaining About: Charpectrum

Description

I am being billed for 50 MBps Internet speed, and I am constantly getting 14.5 MBps Internet speed with Charpectrum's own speed tester, found here (https://www.Charpectrum.com/Internet/speed-test). I have called Charpectrum 5 times regarding the issue. It is still not fixed, I have been being billed for the 30MBps for 6 months. I upgraded to 50MBps to see if that would fix the problem, it did not. (see attached bills).

Ticket: # 5184731 -Throttling

Date: 12/9/2021 7:48 PM **City/State/Zip:** Eau Claire, Wisc 54701
Company Complaining About: Charpectrum

Description

Charpectrum is throttling my Internet speeds and disabling my modem every 24-36 hours.

Ticket: # 5223326 -Internet speed consistency issues/ ISP monopolizing local market

Date: 1/5/2022 4:50 AM **City/State/Zip:** Milwaukee, Wisc 53202
Company Complaining About: Charpectrum

Description

Charpectrum has continuously given inconsistent and low Internet speeds compared to what I pay them for. I have contacted them multiple times, they have had me replace equipment multiple times, they have sent a tech out several times; they always end up shrugging their shoulders, maybe fixing the issue for a short period of time, and in this most recent incident I am now waiting 5 days for a technician to address the problem. I cannot even look for an alternate ISP as Charpectrum has monopolized the local market, and the only other widely available ISP in the city (AT&T) will not service my address because of Charpectrum. I have also reached out to the FTC regarding antitrust concerns.

Ticket: # 5384228 -Internet Issues

Date: 3/29/2022 6:02 PM **City/State/Zip:** Milwaukee, Wisc 53202
Company Complaining About: Charpectrum

Description

Charpectrum provides unreliable service and this is after they had a technician come out already. They aren't upfront with outages and they have the same old troubleshooting step of rebooting the modem which I've done several times. I work from home and the Internet causes me to miss important meetings.

Ticket: # 5396291 -ISP not delivering a fair service that we pay over $1200/year for...

Date: 4/2/2022 1:52 PM **City/State/Zip:** Grafton, Wisc 53024
Company Complaining About: Charpectrum

Description

We bought the INTERNET ULTRA from Charpectrum, and I am getting terrible service that at times makes the Internet unusable. This has now degraded the consistency of bandwidth to my home and my neighbors' homes. The only time I get a the advertised bandwidth is for short periods of time and I never have CONSISTENT advertised speeds. Even when I use the Internet in the middle of the night, I have speed consistency issues. Our neighborhood probably pays thousands of dollars a year to this company and they are allowed to use sub-par infrastructure combined with glitzy advertising and sophisticated centralized network tools to give customers a sample of having modern-day fast broadband, but then fail to deliver this consistently.

Ticket: # 5492445 -Continued issues with Charpectrum Internet

Date: 5/21/2022 8:58 PM **City/State/Zip:** Waterford, Wisc 53185
Company Complaining About: Charpectrum

Description

If needed, I can go over the number of times I have called, had visits etc. but suffice it to say I have not been getting the service I am paying for and am very frustrated there is no recourse or

other options for me. The options I have below don't adequately cover all the issues we're having.

Ticket: # 5597210 -Internet Speed in ACP Program

Date: 7/11/2022 8:43 PM **City/State/Zip:** Neenah, Wisc 54956
Company Complaining About: Charpectrum

Description

I was given a preapproved upgrade to the acp program by Charpectrum Internet. I had been paying $20.00 a monthe for 30 mps. I thank the government for the program, but I am not getting any more download speed now, than whem I paid for the 30 mps. In the Email they sent me it said I was support to triple my speed to 100 mps. Charpectrum says I am getting 100 mps., but in speed tests I still get around 30mps.
I think the government is being ripped off!

Ticket: # 5597296 -Internet connection

Date: 7/11/2022 10:02 PM **City/State/Zip:** Brookfield, Wisc 53005
Company Complaining About: Charpectrum

Description

Charpectrum is my Internet provider. At least twice a week I have to call to have them send a signal to my.modem to reset lost connection. And I have to listen to the same BS that there are no outages in area. Talked to my neighbor and he's having same issues. We are in suburb of Milwaukee called Brookfield. This is NOT a rural or less populated area.

Ticket: # 5671114 -Please help -years of Charpectrum not working

Date: 8/14/2022 9:05 PM **City/State/Zip:** Menomonie, Wisc 54751
Company Complaining About: Charpectrum

Description

Charpectrum Internet is severely unreliable—but we have no other choice. Our entire town is plagued by inconsistent, low speed Internet that frequently drops. Customer service is horrible. We are being held hostage.

Ticket: # 5729487 -Inconsistant Internet

Date: 9/11/2022 1:02 AM **City/State/Zip:** Edgerton, Wisc 53534
Company Complaining About: Charpectrum

Description

Every night at 8-11pm my Internet speed goes down from 700-800 down to 300 and I usually get no packet loss but in that time frame my packet loss go as high as 5%. I believe if Charpectrum looked at the node in our neighborhood there could be a problem.

Ticket: # 5736991 -Constant throttling of Internet connection by Charpectrum

Date: 9/14/2022 1:36 PM **City/State/Zip:** Greenfield, Wisc 53228
Company Complaining About: Charpectrum

Description

I depend on my Internet connection for income, and have a community of people who I create content for that this issue is affecting beyond just myself. This has gone on for far too long, and I am out of options. I was actually disconnected while writing this complaint. These interruptions are unacceptable, but Charpectrum continues to act like there is no issue.

Ticket: # 5802290 -Internet upload speed

Date: 10/16/2022 2:34 AM **City/State/Zip:** Pewaukee, Wisc 53072
Company Complaining About: Charpectrum

Description

My Internet Download Speed and latency is fine, but my Upload speed is very awful with high Upload Latency and stability with the Upload Speed staying at what i pay for. I have called more than 3 times to fix it and had someone sent out and they avoided actually fixing my issue on every occasion.

Ticket: # 5826942 -Inconsistent Speed And Uptime/Connection

Date: 10/28/2022 12:31 AM **City/State/Zip:** Greenfield, Wisc 53220
Company Complaining About: Charpectrum

Description

For the last 2-3 months I've dealt with constant downtime from hours to small little timeouts that disrupt my work, I've had 4-5 techs out and all done the bare minimum and have said they have not found a issue. They have not given me a maintenance tech, and continue to do the bare minimum

Ticket: # 5860456 -Latency/Internet speeds

Date: 11/13/2022 9:49 PM **City/State/Zip:** Pewaukee, Wisc 53072
Company Complaining About: Charpectrum

Description

This is my second complaint about Charpectrum in a month. My Download and Upload Latency is terrible and I get outrageous amounts of packet loss constantly and want a fix to this asap. It is unusable and frustrating and Charpectrum seems to ignore me everytime I try to contact the company. They keep telling me to “give it time” everytime I have emailed them and it has been weeks now with no change for the better.

Ticket: # 5873960 -Poor Internet Service -Slow Speeds -Poor Connectivity -Rude Support agents

Date: 11/21/2022 12:44 PM **City/State/Zip:** Waterford, Wisc 53185
Company Complaining About: Charpectrum

Description

Ongoing problem for two year. My Internet speeds are not nearly what I am paying for ("up to" 400 mps). Support agents routinely remind me that the speeds are "up to" 400 mps, but I never even get close. Today, highest was 157.6. usually in that range and rarely gets above 250, which is where I need to be in order to not be dropped off my remote vpn for work. I am fed up. I am not getting at all what I am paying for. I called again today and the agent rudely tried to tell me that It was not Charpectrum, it was my vpn. I have been through this routine several times with Charpectrum and I wasn't going to let him BS me. Finally, when he had me run the speed test and it was around 117 mps he had to eat crow and set up an appointment for a tech to come out, but that won't help, I know it won't. I have changed out my router. I have had tech's come out and check my connections. everything. my patience is gone. The main thing is that I am PAYING THE PRICE FOR A SERVICE THAT I AM NOT GETTING -400 mps. And don't BS me with the "up to" stuff. I need to be routinely at 250 MPS to do what I need to do. I am not even asking you for the full 400. I need every day to be at 250 at the very least.

Ticket: # 5890225 -Unstable/Unusuable Internet Service

Date: 11/30/2022 11:17 PM **City/State/Zip:** Wauwatosa, Wisc 53213
Company Complaining About: Charpectrum

Description

Leading into the winter months, in the evening hours (often after 5 PM), my Internet service will on multiple days of the week degrade from the advertised 300+ Mbps to 10 Mbps and often worse, usually being unusable. This occurs for hours at a time, often through the whole night. This is extremely frustrating as this is the optimal time that I would like to use the full throughput of my Internet service. This problem would likely be solved by replacing the house to telecom wiring in my neighborhood, as my home hardware is modern and I am certain my neighborhood wiring is extremely out of date/degraded. The current wiring is directly from house to "telephone pole," not underground.

Ticket: # 5898847 -FCC Challenge Process ISP vendor listed speed

Date: 12/5/2022 5:57 PM **City/State/Zip:** Sturgeon Bay, Wisc 54235
Company Complaining About: Charpectrum

Description

The listed upload speed from Charpectrum Communications (35Mbps) is not available at my location. It is consistently less than 20Mbps

Ticket: # 5906217 -Speed of Broadband

Date: 12/8/2022 9:06 PM **City/State/Zip:** Loyal, Wisc 54446
Company Complaining About: Charpectrum

Description

The speed of Charpectrum is to be 1000/35 and I tested ours and it is 48.17 for the download and 11.47 for the upload.

Ticket: # 5917737 -Slowed Internet with ACP

Date: 12/15/2022 2:55 PM **City/State/Zip:** Janesville, Wisc 53545
Company Complaining About: Charpectrum

Description

I qualify for help with my Internet due to being disabled and on a low income.
I do not use the Internet for things such as gaming or downloading things. I use it for my phone so I don't go over on data charges, occasional TV, periodically my computer.
I currently have Charpectrum in Wisc (Janesville).
My Internet was working great until this past September.
When I called Charpectrum they told me 'the bandwidth you are on won't be able to do anything -you will have to connect to an ethernet. If you want Wifi you will have to upgrade.
My brother has the same program, he is a gamer and his Internet works great. He does not have ethernet.
Can you please help ensure they are not intentionally slowing the speed of my Internet to get me to upgrade? I cannot even connect my phone to the Internet at this point.

Ticket: # 5920992 -Slow Internet Speeds

Date: 12/17/2022 12:35 PM **City/State/Zip:** Milwaukee, Wisc 53202
Company Complaining About: Charpectrum

Description

My Internet speeds are slow (25-64 mbps) until I chat in with Charpectrum. They do something on their end and for maybe 2-3 days after, I get the speed I’m paying for (100-300 Mbps). I want to know why I have to chat in to get this done and no one is telling me what the problem is. I also get messages that my channel is being used by several other networks. They need to fix this or lower my bill to match the speed I’m getting.

Ticket: # 5921973 -Speeds less than expected

Date: 12/18/2022 2:36 PM **City/State/Zip:** Colby, Wisc 54421
Company Complaining About: Charpectrum

Description

My speeds are supposed to 1000 Mbps for download and 35 Mbps for upload; when testing I'm getting 355 Mbps for download and 11 Mbps for upload. Please fix or drastically drop my monthly cost!

Ticket: # 5923690 -Internet Speed is not what it's advertised as

Date: 12/19/2022 4:12 PM **City/State/Zip:** Dorchester, Wisc 54425
Company Complaining About: Charpectrum

Description

Our download speed is 143.20 Mbps and the Upload speed is 9.62 Mbps.

Ticket: # 5927458 -Excessive daily Internet drops caused by T3/T4 timeouts, intermittent unstable download/upload speeds

Date: 12/21/2022 3:25 PM **City/State/Zip:** Milwaukee, Wisc 53202
Company Complaining About: Charpectrum

Description

I've had a horrible experience trying to work with Charpectrum to get a stable Internet connection in the year 2022 alone. Dozens of customer support calls, 1 to 2 dozen techs coming out over months and months, been lied to multiple times by customer support and techs, blaming my equipment instead of addressing the problem, being told I don't qualify for a price reduction despite not getting the promised service, and the list of headaches goes on and on. There's clearly an issue with the infrastructure connecting to my apartment so I'm hoping this form will escalate the problem and lead to an actual resolution.

Ticket: # 5937568 -Charpectrum connectivity

Date: 12/29/2022 3:57 AM **City/State/Zip:** Sturtevant, Wisc 53177
Company Complaining About: Charpectrum

Description

*Lost multiple clients because ISP weak service.

Ticket: # 5967403 -Test speed does not match advertised speed

Date: 1/13/2023 9:02 PM **City/State/Zip:** Neillsville, Wisc 54456
Company Complaining About: Charpectrum

Description

Provider states 1000 mbps down & 35 mbps up.
Two speed tests averaged 18 mbps down & 3.2 mbsp up.
Also intermittent (short) drops of service

Ticket: # 6004062 -Charpectrum Internet -Major Issue

Date: 1/31/2023 11:27 PM **City/State/Zip:** Hales Corners, Wisc 53130
Company Complaining About: Charpectrum

Description

In the past two months, my Internet service has been down for 7 full days (5 days one week, 2 days this week), with tomorrow being day #8. I'm on node with 110 or so other customers. The whole neighborhood has 0 upload speed, but download works fine. However if I can't upload my

request to download, it makes downloading a moot point. I pay for Charpectrum Gig, however I usually see speeds around 400mb-600mb down and 20-30 upload. I'm not getting the service I pay for ($124/month), and I work from home so it impacts my job, along with my girlfriends job as we both work from home. I've called many times, and nothing gets truly resolved. I was told there would be a fix today -there is not. Tomorrow I have to explain to my boss, that my expensive Internet I pay for, is once again unusable and I will be unable to work once again, impacting my income-and my girlfriends as well. She works in Healthcare, I work in Software Development. I'm not sure if I need to learn networking and get my own tools to fix it, because no matter what their fix is -it seems to be just a bandaid. Being a key developer for my company, it also affects the business since I cannot do my job. We need more options for ISPs in our area, I've explored looking at paying a other ISP for a backup Internet for redundancy (which I shouldn't have to do -Charpectrum should just fix their equipment) however Charpectrum is a local monopoly that raises prices without providing consistent service, so my options are very very limited. Please have Charpectrum fix my service, before I lose my job, and can't afford to provide for my children.

Ticket: # 6015011 -Charpectrum speeds

Date: 2/6/2023 2:30 PM **City/State/Zip:** La Crosse, Wisc 54601
Company Complaining About: Charpectrum

Description

Was a Charpectrum customer for 4 months. I had a plan with 1 gig down. At no time were they able to provide more than 400 mbps. Tried 3 different modems, 2 routers, multiple customer service calls, culminating in 2 techs coming out and replacing all the wiring from the pole into my house. The speeds never improved, there are unable to provide the service they claim and ultimately switched to a different provider after nearly $500 in replaced equipment after replacing my entire home network. At this point I may have to move out of state since stable Internet does not seem to be for sale in La Crosse, wisc.

Ticket: # 6047657 -Bandwidth Throttling

Date: 2/21/2023 6:05 PM **City/State/Zip:** Ripon, Wisc 54971
Company Complaining About: Charpectrum

Description

We pay Charpectrum $100 / month for 400 mbps Internet speed. However, the speeds we experience are consistently closer to 200 mbps. Occasional service dips would be expected and acceptable. But, when the service is 200 mbps more days a month than 400 mbps, it is misrepresentation of their service and breach of contract.

Ticket: # 6123084 -Charpectrum Internet

Date: 3/27/2023 11:00 AM **City/State/Zip:** Francis Creek, Wisc 54214
Company Complaining About: Charpectrum

Description

The resolution of my speed issue required two years of work on my part and I now only have the advertised speed because I upgraded to a more expensive package. See attached email.

Ticket: # 6183256 -Charpectrum Internet disconnects every night

Date: 4/25/2023 11:40 PM **City/State/Zip:** Madison, Wisc 53718

Company Complaining About: Charpectrum

Description

Every night, without fail, my Charpectrum Internet disconnects around 10:25pm -10:35pm. The issue is on their end, and customer service will not address it.

Ticket: # 6190213 -Charpectrum Internet Inconsistent Speeds after Charpectrum Outage

Date: 4/28/2023 10:51 PM **City/State/Zip:** Milwaukee, Wisc 53219

Company Complaining About: Charpectrum

Description

Charpectrum had an outage in my area last week. Ever since the outage was resolved I have had very inconsistent Internet speeds. Speeds lower than what I am paying for. I have called Charpectrum twice and they sent out a couple of technicians but the problem has still not be remedied. I'm confident the issue has to do with their equipment outside of my apartment but they are stalling in fixing the issue. Attached are two screenshots show how much the speeds vary through out the days since the outage.

Ticket: # 6232529 -ACP

Date: 5/22/2023 2:59 PM **City/State/Zip:** Appleton, Wisc 54914-4473

Company Complaining About: Charpectrum

Description

Our provider is Charpectrum and two days after we informed them we enrolled in the program we were told our monthly subscription rate was going up $20. We discovered today that also our speed has been reduced since we are part of the ACP.

Ticket: # 6251579 -Internet Issues

Date: 6/1/2023 5:35 PM **City/State/Zip:** Milwaukee, Wisc 53202

Company Complaining About: Charpectrum

Description

I am having Internet issues at my home again. This seems to be an ongoing issue with Charpectrum that they temporarily resolve and I’m right back to having “signal issues”. In May of 2033, a technician came out to my home after I complained about my Internet connection and was advised I had *significant signal issues*. He did something in the house with my equipment and said the issue was resolved. Not even a month later, I call in to report Internet issues

causing me to drop a zoom meeting I had with my boss 4 times in 30 minutes. The agent tells me it's signal issues and a technician needs to come out. I work from home so not having reliable Internet is a problem. I'm paying for up to 500 mbps, I'm not being offered a credit or discount and no one will admit or tell me I should look into another provider. I want this resolved, I'd like a bill credit and I want something in writing if this can't be resolved and if Charpectrum recommends I get service elsewhere.

Ticket: # 6475401 -Advertised Speeds

Date: 9/21/2023 5:41 PM **City/State/Zip:** Kenosha, Wisc 53142
Company Complaining About: Charpectrum

Description

Actual speeds are about half of advertised. Currently in 1Gig plan, at home base in house, acheive about 500 Mbps

Ticket: # 6477121 -Muskego, Wisc -Charpectrum throttled speeds for 3+ months

Date: 9/22/2023 3:06 PM **City/State/Zip:** Muskego, Wisc 53150
Company Complaining About: Charpectrum

Description

In July 2023 I started to notice pretty severe drops in the Internet. Rarely 100% down, but often to below 10mbs down and 0.01mbs up (we pay for 300mbs). The frequency of these drops picked up in frequency. Due to over 5 months of issues with Charpectrum support in 2022, we tried a lot of their self-troubleshooting steps before reaching out. With no luck, we reached out in August for support and were finally able to get a tech out in September.
The tech that came out verified that the issues have been affecting 200+ homes since at least July, and said they were escalating this to their supervisor. Their customer support said there was no record of any issues going on so they could not credit us (even though we were averaging 30% of the speed we were paying for, with constant interruptions). After about a week, we were informed that someone closed the ticket we had open even though we were still having issues. A new "senior" tech came out and verified once again our entire house was fine and it was a larger issue.
After talking to 5-6 support agents, a support supervisor (at least they said they were), dispatch, and an agent focused on techs we were told the notes from the technicians were added to our account.
As of today, the issue is still ongoing but we were hoping to get credited (As after the 5ish months of issues last year, they said we couldn't get any). The support agent I talked to said there were no notes in my account.
This comes across as Charpectrum, who holds basically a monopoly in my area on anything over 50Mbps Internet, has been sweeping an issue affecting 200+ homes to avoid giving people proper speeds, or properly compensating them for not being able to deliver the speeds we are

paying for ($80 for 300Mbps, their 100Mbps plan is $29.99). AT&T fiber is not yet available in the area, and most other smaller options cap at around 25Mbps

Ticket: # 6527753 -Slow Internet

Date: 10/18/2023 6:48 PM **City/State/Zip:** Racine, Wisc 53402
Company Complaining About: Charpectrum

Description

Inconsistent speeds 10-110mbps when I'm paying for 400mbps. After two different modems and two technician appointments the issue is still not solved. When I call back to ask for an update, no one can tell me anything. They just send another technician out each time I call and they have no idea how to fix the problem.

Ticket: # 6574332 -Charpectrum providing poor upload speed options for FTTH service in RDOF region

Date: 11/9/2023 7:34 PM **City/State/Zip:** Brooklyn, Wisc 53521
Company Complaining About: Charpectrum

Description

Summary: Charpectrum sales staff quoted symmetric FTTH service in RDOF region, but delivered service is rate limited to only 10Mbps upload speeds
My home is in a Rural Digital Opportunity Fund area awarded to Charpectrum. Previously, Charpectrum did not serve this area and there were no options for Internet service, except for wireless. A year ago, Charpectrum utilized some of the $1.2B of tax payer money they were awarded through the RDOF program to build out fiber in the rural area where I live. They completed the construction earlier this year and in June 2023, I contacted Charpectrum to order service for my home.
Their website listed options of 300Mb, 500Mb, and 1000Mb, but only the 1000Mb level stated both download and upload speeds. I contacted Charpectrum via phone for clarification on the 300 and 500Mb options and was told that their fiber service was symmetrical and would provide 300 down/300 up and 500 down/500 up. I ordered the 300Mb service for an introductory price of $50/month. After ordering, I learned that the price for this service is $80/month after the intro period.
Upon installation, I found that the 300Mb service was only providing 10Mbps upload speeds. The installer told me this was what he expected and that I should contact support. After hours on the phone bouncing through support staff that didn't seem to know that Charpectrum offered FTTH products, I was able to speak with someone that confirmed I should have symmetric service. They connected me with a fiber engineer who let me know it would take about a month to resolve the issue, requiring a new configuration profile to be pushed to the equipment in my area.
Still not seeing any change, I followed up with Charpectrum in September 2023. After many escalations, I was able to both speak with tech support management and a staff person in my

local region about my issue. They were able to confirm what I had been told when I ordered, but explained that I had been given incorrect information by the sales person. They explained that the 300 and 500Mb service levels are not symmetric. While the fiber equipment deployed in my area is capable of delivering symmetric service, Charpectrum is choosing to limit my upload speeds to just 10Mbps. Charpectrum might choose to offer symmetric service at its 300Mb/$80 and 500Mb/$100 service levels in the future, but I was told that it would be at least a year away, if it happens. If I wanted service that met the RDOF requirements for my area, I would need to sign up for the 1000Mb service level at $120/month. Recently, Charpectrum did update their ordering website (see attached images). Where it presents the 300 (Internet), 500 (Internet Ultra), and 1Gbps (Internet Gig) options, it states:
"Equal upload and download speeds are available for Internet, Internet Ultra and Internet Gig services; symmetrical-speed capable equipment required. Services not available in all areas and may be impacted by customer-owned equipment, facilities or wiring. Actual speeds (including wireless) may vary and are not guaranteed." If one proceeds to the checkout at this point, they would miss the table on the "details" screen that shows "no" for equal upload and download speeds for "Internet" and "Internet Ultra." The Charpectrum website is still confusing, in that it promises symmetrical speeds on the first page, but only on the details page does it state otherwise. Even on the details page, it doesn't state that uploads are rate limited to 10Mbps. All of the equipment in my area supports symmetrical service, so based on their statement above, I should have symmetrical service. Nowhere on the ordering site can I find Charpectrum's after intro period pricing. I am very disappointed that after the tax payers invested $1.2B, trusting Charpectrum to provide affordable high-speed fiber Internet in rural areas, the result is expensive service that is capped at 10Mbps upload speeds. I'm further disappointed that I was given misinformation about the upload performance and that Charpectrum does not make this information readily available on their website. I urge the FCC to set tighter restrictions on providers receiving huge tax payer funded subsidies. These providers shouldn't be able to take this public funded infrastructure and charge high fees for rate limited service. I am very happy to see that the FCC is moving ahead with Broadband Consumer Labeling requirements. This will help address the marketing issues I pointed out above about hiding upload speed information and not making the non-introductory pricing easily available pre-ordering.

Ticket: # 6591531 -Internet Speed

Date: 11/18/2023 7:37 PM **City/State/Zip:** Greenfield, Wisc 53228
Company Complaining About: Charpectrum

Description

Less than advertised speed

Ticket: # 6603163 -Internet Provider Not Providing Gigibit Speed despite advertising for it

Date: 11/26/2023 10:27 PM City/State/Zip: Trevor, Wisc 53179
Company Complaining About: Charpectrum

Description

I have a provider that I have recurring issues with their service and not receiving my Internet speed as indicated at 1 GIGIBIT speed. In fact it is so bad, my cable TV buffers as if I'm on a 14k or 56k modem, my television stations pixelate to my televisions. When I log into my account, I get a message indicating that my Internet service is unavailable with a red exclamation on it. My account also shows there are 0 connected devices which makes absolutely NO SENSE since we have our devices connected to the service I have an we are authenticated to the router. I hold 23-years as a Network and Telecom EXPERT in the industry, am a Certified CISCO Academy Instructor, configure major infrastructures throughout my career, as well as hold a Masters degree in Network and Telecommunication Management having done my thesis on regulatory compliance of Telco's with the FCC. NOTHING upsets me more than when these Internet providers do not have upgraded equipment to support what they claim they are selling the consumer and then try to make the consumer think it is their equipment. This isn't the first time Charpectrum has done this to me. In fact, back in 2011 I had to raise a complaint after they sent out over 6 technicians with each stating it was my personal devices. Eventually, after NUMEROUS HOURS I was able to get this escalated and they put a project in MY NAME just to upgrade their equipment at the switching station in our area. Their backend wasn't keeping up with the growth in the community and I threated to report them then and they took action. I don't have the NUMEROUS HOURS to deal with this organization AGAIN. Last night I was topping out at 47 MBPS, yet I pay for GIGIBIT Internet. THAT IS COMPLETELY UNACCEPTABLE for a telco to sell me a service or claim to sell me this service and then not provide this level. I would like to attach screenshots but my Internet is so slow, it won't even allow me to open the attachment option for this form. THAT is UNACCEPTABLE for gigibit speeds I am supposed to be receiving.

Ticket: # 6644205 -Constant dropouts with Charpectrum

Date: 12/17/2023 5:45 PM **City/State/Zip:** Superior, Wisc 54880
Company Complaining About: Charpectrum

Description

Internet drops out 1-4 times a day at least. Terrible lag spikes

Ticket: # 6681131 -Charpectrum Internet Inconsistent Speeds after Charpectrum Technician Proactive Maintenance

Date: 1/6/2024 11:57 PM **City/State/Zip:** Milwaukee, Wisc 53219
Company Complaining About: Charpectrum

Description

Earlier this week I received an email from Charpectrum stating "We've identified an issue that's likely to affect your service. While you may not be experiencing it now, a future service disruption can be avoided if you schedule an appointment today." so I scheduled the appointment. Note before this email my Internet speeds and reliability have been consistently solid for the last 6+ months.
The Charpectrum technician came out and worked on the "issue" in the main coax box in the basement of the apartment building. After about 30 minutes he came up and said it was fixed. No explanation of what the issue was or what the solution was. Ever since the technician left I have noticed that my Charpectrum download speeds have been all over the place and barely ever reach the advertised speeds that I am paying for 500Mbps (and used to hit consistently). Attached are some screenshots showing the speeds I was getting before and after the technician fixed the "issue."
I hope to hear from and get this problem remedied quickly and efficiently. I really think if whatever the technician did was undid it would probably fix my complaint. Thank you.

Ticket: # 6692724 -Charpectrum Internet speed was not provided as billed within 5 years

Date: 1/11/2024 8:01 PM **City/State/Zip:** Port Washington, Wisc 53074
Company Complaining About: Charpectrum

Description

Hi,
I long term customer with cable and now since Aug,18 2018 with Charpectrum. My Internet service high speed Internet up to 200 Mb/s.
Actual speed was less and interrupted. I was working 100% remote from home and my zoom meeting freeze once i was trying to connect camera. For my complains Charpectrum requested to reboot modem and router which did not fix the problem. I changed many routers and requested latest modem from Charpectrum at the time but problem was not resolved.
Today Jan 11, 2024 Charpectrum sent technician and once technician removed outdated filter from pedestal outside of my home the problem was solved.
All years since I bought my new house I was experiencing low speed or no Internet until I reboot my modem.
Thanks,
Port Washington, WISC resident

Ticket: # 6697393 -Inconsistent speeds / Congestion / Unreliable Connection

Date: 1/14/2024 1:48 PM **City/State/Zip:** Milwaukee, Wisc 53215
Company Complaining About: Charpectrum

Description

Charpectrum has been having network reliability issues since 1/10/2024. They have showed up

as network outages on 1/10/2024 and 1/11/2024 on their app where Internet completely went down or in and out. Even though they state the issues have been resolved they truly have not. There are extremely short instances of lost connectivity over and over. What is extremely frustrating about this specific issue is it happens every 6 months over the last several years. I have gathered enough data to show it's not my equipment. The other hard part about this issue since its extremely short bursts in loss of connectivity its extremely hard to prove to their support that there is an issue. Their phone can't observe it so they deploy a tech. If that tech can't observe it at the moment of the home visit they won't do anything either. My neighbors have experienced the same connectivity issues. This has resulted in loss wages because my household works from home. I just want Charpectrum to do a real investigation to why this issue keeps happening every 6 months for 2 week time periods then disappears just to show up 6 months later.
They have been having issues with less than advertised speeds for much longer than this. In the evening hours I'm lucking if I'm able to pull half the speeds I pay for. They have a serious network congestion issue in our area.
Charpectrum please do better. I pay you tons of money every month I don't deserve a bad Internet connection. I really don't want to look at 5G Internet but at this point it might actually be more reliable.

Ticket: # 6956063 -Charpectrum Internet service sold as broadband doesn't meet FCC broadband minimum

Date: 4/10/2024 4:15 AM **City/State/Zip:** Madison, Wisc 53705-1006
Company Complaining About: Charpectrum

Description

The base-level cable Internet service advertised by Charpectrum at my location shows an upload speed of 10Mbps, which is below the new 20 Mbps minimum defined by the FCC as "broadband.”

Ticket: # 6964752 -Upload speed

Date: 4/14/2024 10:19 AM **City/State/Zip:** Madison, Wisc 53704
Company Complaining About: Charpectrum

Description

Upload speed is below standard, at 10 mbps. I asked if they could set me to the new standard of 20 Mbps. I was told that they aren't broadband and your new standard was just a "goal.” And ignored my request and didn't even offer any other plans that does comply with the new standard, which they do have already. I linked them to their own site stating they are broadband and it mentions this new standard coming and was just told. "Thanks".

Ticket: # 7023912 -Charpectrum is engaging in misleading and predatory business

Date: 5/10/2024 11:52 PM **City/State/Zip:** Madison, Wisc 53718-3041
Company Complaining About: Charpectrum

Description

Recently I upgraded my Internet with Charpectrum to gigabit. However, since the upgrade my Internet speeds had significantly reduced compared to previously and was unable to reach 400mbps despite advertised as gigabit. Customer service was unable to resolve the issue, so I requested my account be reverted back to the previous plan. Now my bill has increased due to removal of a promotional offer that was not set to expire until 2026. I am being punished for not accepting an upgrade that could not even deliver at 50% of the advertised speed.

Ticket: # 7085689 -Upload speed & stability issues

Date: 6/9/2024 12:41 PM **City/State/Zip:** Madison, Wisc 53719
Company Complaining About: Charpectrum

Description

Over the past month or longer my upload speeds have been slow and unstable for the use of live streaming and even general purpose uploads. The tests pass the standard ookla speed test of 500MB download and 22MB upload. Outside of that it struggle to get above 5MB up which is much slower then it should be. A tech has been by and unable to resolve the issue.

Ticket: # 7095082 -Constant severe packet loss at two Charpectrum Hubs

Date: 6/13/2024 1:28 PM **City/State/Zip:** Saukville, Wisc 53080
Company Complaining About: Charpectrum

Description

I work from home for a consulting firm in the US food and beverage industry. General Mills and Kraft are just a couple of our customers. I have been having serious issues with productivity since I started in January. I installed a completely different LAN home networking system to try and solve it. I have also had my ISP Charpectrum out four times to service my account. I don't recall when the first service was. The second service was on Sunday May 12th. After the second service call, I ran a traceping and found that there were two of Charpectrum's hubs that I was experiencing significant packet loss at. I have recorded upwards of 30% -40% packet loss at times from the same two nodes each time. I have included the results below from the test I just ran. The technician (Chris) that arrived on the third service call, Wed May 15th, did reach out to our local hub (3rd hop below) and made them aware of the issue. Chris also gave me the numbers of the two supervisors at that hub. I reached out to one of them (Greg) on Fri May 17th and received a call back that same day. Greg stated he was looking into it and would give me a call back the next day. He also stated that those losses wouldn't be noticeable to a gamer or streaming service.

Greg called back Thurs May 23rd to tell me that he was sending Chris back out to run some tests to try and figure out where the problem was coming from. I thought that was strange since Chris took pictures on his first visit of the ping test results that had identified the two hubs where the issue was coming from. He also stated that he would be calling me back a week later to update me. Chris arrived for his second visit on Friday May 24th. He stated he didn't find anything new and took pictures again of the ping results. I hadn't heard anything, so I called and left a message for Greg on Wed June 5th. I didn't receive a call back. I tried calling again today, Thurs June 13th and left another message. So far, no response.

Traceping results from Thurs June 13th
0 192.168.1.17
0/ 100 = 0% |
1 0ms 0/ 100 = 0% 0/ 100 = 0% 192.168.1.1
0/ 100 = 0% |
2 9ms 0/ 100 = 0% 0/ 100 = 0% syn-142-254-155-217.inf.Charpectrum.com
[142.254.155.217]
0/ 100 = 0% |
3 12ms 7/ 100 = 7% 7/ 100 = 7% lag-63.cdbgwi0302h.netops.Charpectrum.com
[24.164.239.225] 0/ 100 = 0% | 4 11ms 14/ 100 = 14% 14/ 100 = 14% lag-71.rcr11gnfdwibb.netops.Charpectrum.com
[65.31.112.176]
0/ 100 = 0% | 5 16ms 0/ 100 = 0% 0/ 100 = 0% lag-16.chcgildt87w-bcr00.netops.Charpectrum.com
[66.109.6.204]
0/ 100 = 0% | 6 31ms 0/ 100 = 0% 0/ 100 = 0% lag-21.nycmny837aw-bcr00.netops.Charpectrum.com

[66.109.6.94]

0/ 100 = 0% | 7 31ms 0/ 100 = 0% 0/ 100 = 0% lag-11.nwrknjmd67w-bcr00.netops.Charpectrum.com

[66.109.6.26]

Ticket: # 7128612 -Intermitted Internet Issues 3rd complaint.

Date: 6/30/2024 5:16 PM **City/State/Zip:** Madison, Wisc 53719
Company Complaining About: Charpectrum

Description

This is my 3rd Complaint to the FCC about this intermitted issue with my Internet. The techs who have been contacting me have not gotten back to me after multiple calls, and emails. Nothing is being done about my issue. I tried contacting Charpectrum through

Twitter/X and one of their customer service reps Doxxed me by releasing my real first name to the public in a reply after I filled out a private form they requested in DMs.
I am a professional streamer so these issues are causing me to loose viewers and effect my livelyhood. I've stressed the importance of this repair multiple times and have failed to see any progress on the issue for months. I've complained about having to pay for a service that is not reliable and have been offers literally pennies off my bill. Equal to the amount the Internet is offline (Seconds at a time). Of which didn't even appear on my bill.
I don't know what else I can do. I'm attaching pictures of e-mail corraspondance, the doxxing replay on twitter (which has been removed now at my request), and my logs from Twitch tracker which shows the issues happening. At request I can also send logs of showing Charpectrum MULTIPLE times Internet reliabilty logs showing the issue still happening.

Ticket: # 7134021 -Internet

Date: 7/2/2024 10:40 PM **City/State/Zip:** Oconto, Wisc 54153
Company Complaining About: Charpectrum

Description

I had 100 speed Internet, and when I called cause I was having an issue they said I had to increase my speed because I was working from home and within two weeks I called back because my employer said I did not need to increase my speed. I was told they no longer have the 100 speed That I had 14 days ago, and they refused to give me anywhere near the price I was paying

Ticket: # 7164275 -Intermittent Internet connection with no proper cause given(once again) part 2

Date: 7/18/2024 1:19 AM **City/State/Zip:** East Troy, Wisc 53120
Company Complaining About: Charpectrum

Description

This is a very similar if not the same issue that happened two years ago. I filed FCC complaints regarding this back then and it seems to have resurfaced. The Internet will drop signals and cause lapses in connection. I was told previously that this was because of "noise" and last time they had to replace hardware in my area to solve the problem. I first noticed this issue resurface over a week ago and it has been occurring sporadically since. I attempted to contact the numbers I had saved from last time to no avail. It seems they've taken positions elsewhere.

Ticket: # 7171053 -Less than advertised speeds

Date: 7/21/2024 6:43 PM **City/State/Zip:** Mequon, Wisc 53097
Company Complaining About: Charpectrum

Description

Have Charpectrum Internet and only intermittently get advertised speed

Ticket: # 7279308 -Speed & Connection

Date: 9/3/2024 3:39 PM **City/State/Zip:** Green Bay, Wisc 54313
Company Complaining About: Charpectrum

Description

Since Friday 8/30 Charpectrum Internet has been "down". They have been having service issues and have not fixed it at all. They advertise no buffering and certain speeds, yet we have nothing but buffering and speed issues. It's been especially bad the last 4 days. I have been refused credit on my account because each service issue lasts less than 4 hours yet it's continuous. Our pocket loss is crazy, and it costs so much money for this service. I have contacted them several times, I do have a tech coming but this is a service issue vs equipment.

Ticket: # 7322946 -Charpectrum packet loss discrimination

Date: 9/23/2024 6:16 PM **City/State/Zip:** Greenfield, Wisc 53228
Company Complaining About: Charpectrum

Description

We have been having issues with packet loss with Charpectrum for a couple months, after speaking with Charpectrum and our neighbors I looked into it and have come to the conclusion that a node for the neighborhood is dropping around 88% of packets sent to it, after speaking to Charpectrum’s support team last month they told me they were waiting for parts to fix the issue, after speaking to them today they told me they are doing no such thing and they see no issues on their end. I believe that Charpectrum is discriminating against us because there is no other cable Internet provider in our area. Attached find two pictures from an application that tracks Internet paths and see the nodes dropping packets, note that they are Charpectrum nodes which are controlled and owned by Charpectrum.

Ticket: # 7334965 -Charpectrum Internet failure

Date: 9/29/2024 12:52 AM **City/State/Zip:** Oshkosh, Wisc 54904
Company Complaining About: Charpectrum

Description

Internet speeds consistently is slow, well playing games in Internet. Ping/latency will hit 4000 causing major lag and connectivity issues. When calling and reporting this problem, they send us a new route just for it to have the same problems. Route also turns off and restarts its self threw out the day and or not being online, when we manually reset the router it will still not work after the reset.

Ticket: # 7378474 -Broadband Nutrition labels

Date: 10/13/2024 11:09 AM
City/State/Zip: Francis Creek, Wisc 54214
Company Complaining About: Charpectrum

Description

These criteria are not being met by Charpectrum in NE Wisc. As a result their service is insufficient and their billing is fraudulent. See attachment for more information. This is a multiyear ongoing issue, across all Charpectrum speed tiers since 2018.

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Wednesday, January 29, 2025 8:32 AM

To: Lefty <lefty@insiderpub.io>

Subject: [FCC Consumer Inquires and Complaints]

Re: Slow speed Internet connection from Charpectrum

This ticket (#75423xx) has been updated.

The FCC's Consumer Inquiries and Complaints Center is contacting you about the complaint you filed recently, which was assigned Ticket No. 7542363.

Thank you again for contacting the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider.

Here is what happens next:

- Your provider is required to send you a written copy of its response. If the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.

- You should review your provider's response. If the issues you raised in your compliant remain unresolved, you can reply directly to this email with a short description of the problem. Keep in mind that billing adjustments or other actions by your provider could take time to implement.

- If we do not hear from you within 30 days, your ticket will be closed.

- If you have new issues with your provider, you can file a new complaint by going to: consumercomplaints@fcc.gov.

Or maybe this will stir things up, if they haven't all be fired by Trump now.

Filed on the FCC complaint website.

Dear FCC,

In February of 2025 in a bold move to add some additional insult to the existing exploitive billing injury, Charpectrum rounded up my monthly billing by a penny, perhaps to make their billing accounting easier and as a bonus to add to their ill-gotten gains. With 1.5 million Wisc customers that provides Charpectrum with a windfall of about $180,00 million dollars in just one state each year.

And I just can't wait until 2027 when his bill will increase by yet another 18.5 percent or $20, for no good reasons. I thought inflation was at about 2.5%, hmmm.

Attachment: Feb 2025 bill.jpeg

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Friday, February 07, 2025 10:37 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: Request received: Excessive billing

Thank you for contacting the FCC's Consumer Inquiries and Complaints Center.

We have received your submission and have assigned it Ticket No. 7635xxx. Periodic emails you receive throughout the complaint process updating you about the status of your complaint may reference this ticket number.

Your submission benefits the FCC by providing us with important information we can use to develop policies to protect consumers, enforce against violations of the Communications Act, and encourage future compliance with the law.

If you have information to add to your complaint, please respond directly to this email.

You can view a list of frequently asked questions about the informal complaint process at: https://www.fcc.gov/consumercomplaints/FAQs

Thank you for your help in furthering the FCC's mission on behalf of consumers

This email is a service from FCC Consumer Inquires and Complaints.

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Monday, February 10, 2025 7:09 AM

To: Lefty <lefty@insiderpub.io>

Subject: Request updated: Excessive billing

The FCC's Consumer Inquiries and Complaints Center is contacting you about the complaint you filed recently, which was assigned Ticket No. 7635xxx.

Thank you for your submission. Following our review, your complaint was served on your provider on February 10, 2025.

Here is what you can expect from the FCC's informal complaint process:

- Your provider should contact you directly in an effort to resolve your issue.

- The FCC's role in this process is to facilitate a conversation between you and your provider.

- Your provider is required to submit to the FCC a written response regarding your issue no later than 30 days from today.

- The FCC will not contact you regarding this complaint until we receive a response from your provider.

You can view a list of frequently asked questions about the informal complaint process at: https://www.fcc.gov/consumercomplaints/FAQs.

This email is a service from FCC Consumer Inquires and Complaints.

Well now, that was some interesting reading if you made it all the way through. But it illustrative of why Internet consumers are upset with the current situation.

So Lefty's battle will continue on in the following pages, and may just lead to some type of conclusion or ending.

Let us now explore which consumer protections might be had more locally in the state where Lefty resides, shall we?

CHAPTER TWO - DATCP

The Role of the Wisc Department of Agriculture, Transportation, and Consumer Protection (DATCP)

Overview of the Division of Trade and Consumer Protection

The Wisc Department of Agriculture, Trade and Consumer Protection is Wisc's primary consumer protection agency and has statutory and rulemaking authority over transactions between businesses and consumers. These statutes and rules serve as a framework that allows legitimate businesses to flourish, and provides consumers with confidence in the marketplace.

Consumer protection laws help ensure fair trade, competition, and the free flow of truthful information that help consumers make informed buying decisions. They are designed to prevent businesses that engage in fraud or specified unfair practices from gaining an advantage over competitors, and to protect consumers from fraud and deception.

Our highest priority is fighting fraudulent and deceptive practices that harm consumers and honest businesses.

Bureau of Consumer Protection

- Handles 100,000 new consumer complaints and inquiries every year
- Returns approximately $5 - $10 million on average to consumers annually
- Regulates unfair and deceptive business practices to protect millions of Wisc consumers every day

Protects consumers and honest competitors:

o Electronic communication services (telecommunications, cable TV, satellite TV, video services, Internet access services, etc.)

Has powerful fact-finding and compliance tools:

o Investigation and subpoena authority

https://datcp.wisc.gov/Pages/About_Us/DTCPOverview.aspx

1913 The Legislature enacted the Fraudulent Advertising Law (ch. 510, Laws of 1913).
The Fraudulent Adverting Law, now known as the Fraudulent Representations Law, broadly prohibited deceptive advertising and sales practices. To this day, it is one of the state's most important consumer protection laws.

1921 The Legislature created a powerful new Department of Markets (ch. 571, Laws of 1921).
The impetus came from the agricultural sector, but the powers of the new department went far beyond agriculture:

• The new department was the state equivalent of the Federal Trade Commission (FTC).

• The department had sweeping authority to protect farmers, consumers, and honest competitors against unfair, deceptive, and anticompetitive business practices.

• Under Wisc's "Little FTC Act," the department was authorized to:

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o Prohibit unfair business practices by industry-wide rules, or by orders directed to individual businesses. Violations were subject to strong penalties and a strong private remedy.

o Conduct investigations and hold investigative hearings.

o Subpoena witnesses and evidence.

• The new department had broad concurrent jurisdiction with other agencies:
o Monopolies and anti-trust (Attorney General)
o Deceptive advertising and sales practices (Treasury Agent)
• The "Little FTC Act" became the cornerstone of Wisc's general trade regulation and consumer protection program. ***Today, Wisc's law is still one of the most powerful state consumer protection laws in the nation***
https://datcp.wisc.gov/Documents/HistoryofDATCPPrograms.pdf

DATCP State Consumer Complaints

2024 Telecommunications Complaints (527)

In 2024, DATCP received 527 complaints from consumers about their telecommunications services. Consumers reported issues about billing disputes, customer dissatisfaction, agreed-upon terms not being followed, deceptive and misleading representations, refund and adjustment policies, and denial of cancellation requests. Consumers should carefully read their contracts and policies to understand the extent and limitations of the services they purchase, and keep the original documentation for the length of their agreement and service plans.

https://datcp.wisc.gov/Pages/News_Media/20250206WisconsinsTopTenConsumerComplaintsof2024.aspx.

2023 Telecommunications Complaints (642)

The Dept. of Agriculture, Trade and Consumer Protection or DATCP, received 642 complaints regarding telecommunications services in 2023, down slightly from the previous year. Consumers reported issues including billing disputes, disconnections, and terminations of service, deceptive and misleading representations, refund and adjustment policies, and failure to cancel services when requested. Consumers should carefully read their contracts and policies to understand the extent and limitations of the services they are purchasing.

https://datcp.wisc.gov/Pages/News_Media/20240201TopTenConsumerComplaintsReportedtoDATCPin2023.aspx

Dept. of Agriculture, Trade and Consumer Protection: Aids Wisc consumers:

Top ten consumer complaints in 2021

2022 Telecommunications Complaints (600 plus)

2021 Telecommunications Complaints (573)

Disputes with telecommunications companies continued to be a concern for many Wiscites, but overall the category dropped two places in the ranking. Consumers reported issues such as billing disputes, misleading advertisements, and termination of services as principal concerns.

https://www.wiscpolitics.com/2022/dept-of-agriculture-trade-and-consumer-protection-aids-wisconsin-consumers-top-ten-consumer-complaints-in-2021/

So approximately 2000 or so telecommunication complaints (top 4 or 5 or 10) that the DATCP has already collected over the past few years. Lefty would suggest, without direct knowledge, that a good percentage of these represent Internet speed complaints.
https://datcp.wisc.gov/Pages/News_Media/20240201TopTenConsumerComplaintsReportedtoDATCPin2023.aspx

Wiscites State DATCP complaints https://datcp.wisc.gov/Pages/Programs_Services/Complaints.aspx

And these are only those who actually have access, and are among the few who actually will make a written complaint.

"The Loyalty Effect" by Frederick Reichheld: Reichheld, a well-known figure in customer loyalty research, highlights that most unhappy customers do not complain; they simply leave. He estimates that the typical company only hears from 4-5% of dissatisfied customers.

"Customer Experience 3.0" by John A. Goodman: Goodman's research and writings on customer experience and service recovery emphasize that although complaints are vital for understanding customer dissatisfaction, only a small percentage of unhappy customers will actually lodge formal complaints. In fact, Goodman points out that for every customer who complains, there are likely 26 others who are dissatisfied but don't speak up.

So that leaves Lefty to ponder these approximately 2000 DATCP telecommunications complaints, and if these represent perhaps five percent of the actual potential claims, as suggested by the research, then there are in reality 40,000 dissatisfied telecommunications consumers here in Wisc.

From:egov-admin,CRM[mailto:crm@wisc.gov]

Sent: Tuesday, April 13, 2021, 4:14PM

To: lefty@insiderpub.io

Subject: MyDATCP - Complaint Submitted CRM:0025790

Dear Lefty Insider,

Thank you for submitting a complaint with The Department of Agriculture, Trade, and Consumer Protection. You can use the complaint PIN below to check the status of your complaint on the MyDATCP website. It can take up to 24 hours for a complaint to be available online.

This is your PIN that you can use to check the complaint status: 4a0ea604132021211315

Telecommunications Complaint

Complaint PIN: 4a0ea604132021211315

Your Information	
Salutation	Mr.
First Name	Lefty
Last Name	Insider
Email	lefty@insiderpub.io

Phone me between 8-4 at	Cell
Best time to call	9-5

Information about the person or business your complaint is against:

Business Name	Charpectrum
City and State	Anywhere, USA

Name of the person you talked to

Title of the person you talked to

Your Complaint

I have made a trilogy of complaints, with supporting documentation, which I have made via email and web form to Charpectrum as well as to the FCC as three separate consecutive consumer complaints over the past six weeks or so. The FCC ticket No's. are 4692199, 4692199, and 4703882 respectively. I have also recently filed a complaint with the FTC Technology Enforcement Division. I have been a Charpectrum customer at this address for more than two years and recently

upgraded to their new faster service February 25, 2021. I have not received the advertised speed service, which is the issue at hand here. The Internet Ultra service as it is currently advertised and physically made available, is according to my recent comprehensive testing is in all actuality unavailable. As such, this service offering is fraudulent by its very nature in my view. Their marketing information indicates no qualifications or contingencies on me availing myself of this service and being able to receive the advertised Internet speed. https://www.charpectrum.com/ultra This corporation continuing to charge customers for a service level they cannot achieve on an ongoing basis also represents a blatant fraud in my view. In addition the above advertisement makes a product performance reference to an FCC report, which in itself or appendices, does not appear to contain the information they indicate it does. So this is another example of what appears to be blatantly fraudulent marketing. In their totality, these complaints represent behavior by this corporation which in my view are monopolistic and anti-competitive. This behavior misinforms and defrauds the public as well as misinforming potential competitors regarding Internet service availability in this geographic area. Please utilize your significant resources to investigate this issue.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	E-mail
If other, describe the other method of contact.	Telephone
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/25/2021
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet upgrade
Was it advertised?	Yes
Date advertised?	02/25/2021
Where advertised?	www.charpectrum.com

Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	50.00
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	

Were you notified of additional fees at the time of sign up?

Activation fees	
Fee on bill	Yes
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	

Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/25/2021
What happened when you contacted the business?	They sent a series of technicians over the next six weeks. Issue remains unresolved.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	FCC, FTC
What happened when you contacted the other agency?	Unknown
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Resolve the speed issue and/or modify billing cost.
MyDATCP Support	

****

Please do not reply to this message. Mail sent to this address will not be answered.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, April 13, 2021 4:46 PM

To: DATCPHotline@wisc.gov

Subject: Complaint PIN: 4a0ea604132021211000

Department of Agriculture Trade & Consumer Protection

Bureau of Consumer Protection

Attached are additional supporting documents regarding my complaint.

Based upon the information contained in this complaint, I believe that Charpectrum Communications is engaged in deceptive advertising under WISC s. 100.18, Stats. As a result I am filing this consumer complaint with DATCP.

Please refer this issue to the state AG for enforcement action on its own, or in combination with other state Attorneys General. I seek some injunctive relief against

this defendant, like requiring them to cease and desist unfair trade practices e.g. marketing, and to enact civil penalties including compensation for those who were harmed by the defendant's actions.

Thanks,

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, April 24, 2021 12:19 PM

To: Consumer Protection Investigator4- DATCP' <DATCP@wisc.gov>

Subject: RE: Charpectrum Communications Inc. 116518

Complaint Consumer Protection Investigator4,

I have attached the fourth and final document regarding this complaint.

I don't have a record of sending the first four attachments so I am sending again. Sorry if duplication.

I am also unable to check the status of my complaint as the PIN number sent to me below comes up as not correct.

Lefty

Attachments: Internet Speedtests locked.xlsx, Dear, Dear, Dear, and yet again Dear Charpectrum .pdf, Dear, Dear, Dear Charpectrum.pdf, Dear Charpectrum.pdf, Dear, Dear, Charpectrum.pdf

These complaints generate a result in disingenuous, factually incorrect, and unsupported lawyer letters as seen below: And an attempt to buy their way out of this.

May 2,2021

SENT VIA ELECTRONIC MAIL

Consumer Protection Investigator

Department of Agriculture, Trade, and Consumer Protection State of Wisc

RE: Mr. Lefty Insider File Number: 116xxx

Dear Consumer Protection Investigator,

Charpectrum hereby submits its response in the above-referenced matter.

Our Field Operations Team has completed extensive monitoring of Mr. Insider's Internet service and we have confirmed he is receiving Internet download speeds of 400 Mbps. A test modem confirmed that the consumer was receiving consistent download speeds of 400 Mbps. There are many different factors that can impact a customer's Internet speed at any given moment, but we have confirmed that his

Internet service is operating at the expected level. As such, it is our position that we are not in violation of Wis. Admin. Code § ATCP 123.10(4).

Charpectrum offers different promotional rates to different groups of customers, including promotional discounts only for new customers. All customers are informed that standard rates apply once a promotional discount expires. We have confirmed that Mr. Insider has been accurately billed. Nevertheless, we have applied a new limited time promotional discount to his account. Furthermore, a $49.99 service call trip fee from March 3, 2021, was credited to his account.

Please do not hesitate to contact us with any further questions.

Respectfully submitted,

Sr. Director, Law -Regulatory

From: Consumer Protection Investigator4 - DATCP [mailto:datcp@wisc.gov]

Sent: Monday, May 03, 2021 11:12 AM

To: lefty@insiderpub.io

Subject: Charpectrum

Dear Lefty Insider,

Please see the attached letter and response regarding the complaint you filed with the Department of Agriculture, Trade, and Consumer Protection. Thank you for bringing this matter to our attention.

Sincerely,

Consumer Protection Investigator4 – Mediation Unit

Division of Trade and Consumer Protection

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 03, 2021 12:05 PM

To: Consumer Protection Investigator4 DATCP' <DATCP@wisc.gov>

Subject: RE: Charpectrum

Consumer Protection Investigator4,

Ok, so this little corporate/government dance is all really predictable.

“ I am pleased that Charpectrum Communications Inc. has offered an adjustment to resolve your complaint.”

Yet, it doesn’t resolve the complaint which was about speed/price. I believe this is a nationwide class action issue.

So isn’t this pay off an admission of guilt, rather than a gesture of good will as they proclaim?

So just trust us they say, you have the right speed. I have an Excel spreadsheet A-Z wide and 180 cell deep of test results that shows different.

Even the FCC publicly does not believe their self-reported Form 477's which report coverage areas and speeds annually.

Corporations lie and cheat when held to account, it's a tradition.

Certainly there is a way to hold them to account, and a role for government to fact check them. Isn't there?

Would you like to see the spreadsheet?

Lefty

From: Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>;

Sent: Tuesday, May 11, 2021 9:14 AM

To: Lefty Insider [mailto: lefty@insiderpub.io]

Cc: Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>

Subject: RE: Charpectrum Communications Inc. 11651xx

Good Morning,

I apologize, I cannot provide an specifics regarding future actions with Charpectrum. As I stated before, your complaint is one part of a large process we use to analyze consumer protection issues. Any action by the Bureau of Consumer Protection or the Department of Justice would not be made based on this case alone.

There is no current plan to ask Charpectrum to provide data regarding your case specifically. If you wish to request that data from Charpectrum through consumer protection, please write to us requesting a response to the data, and we can send that request.

Sincerely,

Consumer Protection Supervisor

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Department of Agriculture, Trade and Consumer Protection

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, May 11, 2021 5:52 PM

To: Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>;

Subject: RE: Charpectrum Communications Inc. 116518

Consumer Protection Supervisor,

Good to speak with you on the phone today.

I have attached some new information to aide your investigation in draft form to this email, including a newer version of my speed test data.

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, May 15, 2021 11:31 AM

To: Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>;

Subject: FW: Charpectrum Communications Inc. 11651xx

Consumer Protection Supervisor,

I have attached the final version of my fifth letter to Charpectrum.

This information further clarifies how I am not getting the bandwidth promised in their advertising, and why I believe this is happening.

How did you discussions with your investigators go?

Thanks,

Lefty

Attachments: Internet Speedtests grid.pdf, Ok Charpectrum It's Time To Cut the Shit.pdf

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Sunday, May 23, 2021 12:41 PM

To: Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>;

Subject: RE: Charpectrum Communications Inc. 1165xx Additional test data (smoking gun)

Consumer Protection Supervisor,

These are M-Lab* test speeds using the Google Onebox client from 130 Wisc locations subscribed to the Charpectrum Internet provider and measured at the Chicago Internet backbone, in five different IXP colocation sites which have servers connected to 10Gb uplinks.

Without regard to provisioning speeds (service tier), what you are seeing is an _actual_ usable Internet backbone speed average of 180.7Mbps at these locations.

Please pay particular attention to the 95th percentile speed, and 5th percentile RTT numbers from this 24.240.xxx.xxx Charpectrum netblock to the Chicago servers. This data pertains to ALL clients, like me, in this 130 city/town/village netblock. A usable Internet backbone speed average of 139.2Mbps at the Two Rivers location.

If you take a look at the RTT values, you can also see that most of Charpectrum clients must be routed a fairly long distance to get to the Chicago Ord servers, as I have indicated in the geo- located trace route hops and other info I have provided previously. This was previously pointed out as being specific to me, but is actually the whole netblock.

**M-Labs does a single stream test to a server in a datacenter. Speedtest.net does a multi-stream test, typically to a server in the local ISP Intranet, so it doesn't traverse the "inter" part of the Internet. Despite this, M-Lab often will report higher speeds if there is not much competing traffic on the local ISP network. When M-Lab numbers are lower, it likely means there is congestion in one of the interconnections.*

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, May 25, 2021 10:20 AM

To: ' Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>;

Subject: FW: Charpectrum Communications Inc. 1165xx Additional test data (smoking gun)

Consumer Protection Supervisor,

To add some further clarification to this data, what you are seeing in this spreadsheet is the top five percent of connections from this IP netblock (24.240.xxx.xxx) to five different Chicago Internet backbone IXP's. This is how transit billing is calculated at an IXP.

In Two Rivers I am part of the 25th percentile meaning that 75% of the Charpectrum Wisc IP netblock has faster speeds.

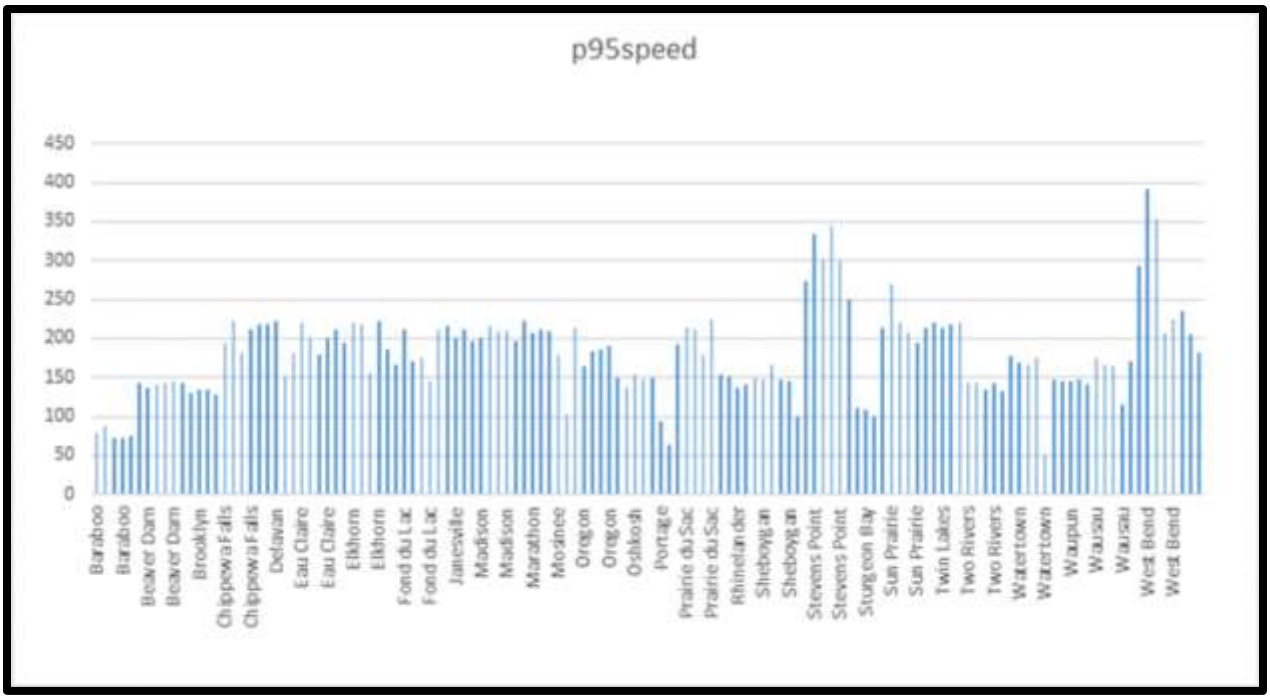
So at the very least, Charpectrum should not be advertising 400Mbps in North and NE Wisc on the old TCW network, since they cannot provide this service for more than 100 miles inside their own Intranet.

At the most, Charpectrum should not be allowed to advertise anything faster than 200Mbps in most of the entire state of Wisc based on this data.

You can see a visualization of this data below.

Lefty

Attachment: Charpectrum to Chicago servers.csv



This data was captured from Jan. 1, 2021 to May 24, 2021.

From: Consumer Protection Investigator Sr. DATCP [mailto:datcp@wisc.gov]

Sent: Tuesday, April 25, 2023 9:23 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: Charpectrum Communications Inc. 11651xx

Dear Lefty,

Please see the attached letter with response regarding the complaint you filed with the Bureau of Consumer Protection. Thank you for bringing this matter to our attention.

Sincerely,

Consumer Protection Investigator Sr. – Mediation Unit

Charpectrum

April 23, 2023

SENT VIA ELECTRONIC MAIL

Consumer Protection Investigator Department of Agriculture, Trade, and Consumer

RE: Mr. Lefty Insider File Number: 11651xx

Dear Consumer Protection Investigator,

Charpectrum Communications, Inc. hereby submits its rebuttal response in the above-referenced matter.

A representative contacted Mr. Insider to discuss his additional comments submitted in this ticket. The representative explained that the current Charpectrum One promotional offer is an offer for new customers as an incentive for giving Charpectrum a chance at serving as their provider. The representative clarified that our promotional pricing for Gig Internet speeds, and the representative explained that Mr. Insider is currently receiving $20.00 off our standard rates for four years which is a $960.00 saving. Mr. Insider advised that he would like to downgrade to Ultra Internet and receive the $20.00 off monthly promotional discount. The representative explained that since Mr. Insider took advantage of the promotional pricing for Ultra Internet previously, the system would not allow for another one to be reinstated. We have confirmed that Mr. Insider's service is operating at the expected level, and he has been accurately billed.

Please do not hesitate to contact us with any further questions.

Respectfully submitted, Sr. Director, Law – Regulatory

From: egov-admin, CRM [mailto:noreply@wisc.gov]

Sent: Tuesday, June 13, 2023 4:02 PM

To: lefty@insiderpub.io

Subject: Re: TestMy dot net speed testing CRM:00254xx

Good afternoon,

Thank you for contacting us. We will use the information you provided in your email to start a complaint on your behalf as you have requested. Please see the link below to learn more about the complaint process as well as additional information we hope you find useful.

This email contains the information you requested from the State of Wisc Bureau of Consumer Protection. Please click on the link(s) below to download the documents.

Thank you for your inquiry.

• Consumer Guide (https://datcp.wisc.gov/Pages/Publications/ConsumerGuide.aspx)

• Filing a Complaint (https://datcp.wisc.gov/Pages/Publications/FilingAComplaint127.aspx)

• Telecomm Serv,100.207 Stats (https://docs.legis.wisc.gov/statutes/statutes/100/207)

• Telecommunications-Cmplt Form (https://mydatcp.wisc.gov/Complaints/Home/ServiceDetails/0c43c589-da19-e511-af89-0050568c06ae?Key=Services_Group)

• Telecommunications (https://datcp.wisc.gov/Pages/Publications/Telecommunications193.aspx)

Information & Education Unit

Bureau of Consumer Protection, Division of Trade and Consumer Protection

From: Investigator- - DATCP [mailto:datcp@wisc.gov]

Sent: Wednesday, June 14, 2023 11:27 AM

To: lefty@insiderpub.io

Subject: Consumer Protection 142072

Dear Lefty Insider,

Please see the attached letter regarding the complaint you filed with the Department of Agriculture, Trade, and Consumer Protection.

Sincerely,

Investigator-Mediation Unit

Attachments: ComplaintFormTelecom31x.pdf, C1(2022)_142072_20230614110xxx.pdf

June 14, 2023
Lefty Insider
RE: File 1420xx
(Refer to this number when contacting our agency)Charpectrum Communications Inc.
Dear Lefty Insider:

Thank you for contacting the Department of Agriculture, Trade, and Consumer Protection. I have written to the business to try and assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

Your patience is appreciated during this process. It is not possible to tell exactly how long the mediation process will take. Some situations can be handled within a few weeks, but complicated matters may take many months. I will advise you, in writing, of the disposition of your complaint once I have received and thoroughly reviewed the written response from the company.

If you wish to pursue this matter outside of our mediation efforts, please contact a private attorney to discuss your legal remedies or file in small claims court. A fact sheet on small claims court is available on our website at datcp.wisc.gov.

Thank you again for bringing your complaint to our attention.

Sincerely,

Consumer Protection Investigator Mediation Unit Bureau of Consumer Protection Telephone

From: Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]

Sent: Thursday, June 29, 2023 1:33 PM

To: lefty@insiderpub.io

Cc: Consumer Protection Investigator – Mediation Unit DATCP DATCP@wisc.gov>

Subject: Consumer Protection

Lefty,

As discussed during our phone conversation the new Investigator assigned to your complaint will be:

Consumer Protection Investigator – Mediation Unit

From: egov-admin, CRM [mailto:noreply@wisc.gov]

Sent: Monday, July 31, 2023 8:16 AM

To: lefty@insiderpub.io

Subject: RE: [EXTERNAL] My Quest for SK Whitebox testing CRM:00253xx

Good morning,

We received your email. Thank you for the information. It will be included with your complaint file. Please see the link below for information about the complaint process.

This email contains the information you requested from the State of Wisc Bureau of Consumer Protection. Please click on the link(s) below to download the documents.

Thank you for your inquiry.

• Filing a Complaint
https://datcp.wisc.gov/Pages/Publications/FilingAComplaint127.aspx)

Information & Education Unit

Bureau of Consumer Protection, Division of Trade and Consumer Protection

From: egov-admin, CRM [mailto:noreply@wisc.gov]

Sent: Tuesday, August 08, 2023 11:39 AM

To: lefty@insiderpub.io

Subject: Re: Insider, Lefty Citizen Complaint 2023-04332 CRM:00258xx

Good morning,

The Wisc Department of Justice forwarded your request to us at the Bureau of Consumer Protection; part of the (DATCP). The information provided will be reviewed.

Information & Education Unit Bureau of Consumer Protection,

Division of Trade and Consumer Protection

From: Consumer Protection Investigator DATCP [mailto:datcp@wisc.gov]

Sent: Friday, August 18, 2023 11:39 AM

To: lefty@insiderpub.io

Subject: Consumer Complaint 1420xx

Good morning,

Please see the attached letter regarding a follow up to the complaint you filed with the Department of Agriculture, Trade, and Consumer Protection. I apologize for the delay in getting this to you as I was out of the office for an extended period.

Sincerely,

Consumer Protection Investigator – Mediation Unit

Attachment: File 1420xx.pdf

August 18, 2023
Lefty Insider
RE: File 1420xx
(Refer to this number when contacting our agency) Charpectrum Communications Inc.
Dear Lefty Insider:

I have received a response from Charpectrum Communications Inc. concerning your complaint, **which does not offer a resolution**. I have enclosed a copy of the reply for your information.

There appears to be a dispute of the facts regarding this complaint. Our department does not have the authority to make a determination as to who is correct. That must be done in a court of law.

Since your complaint was not resolved through mediation, you have the option to contact a private attorney to discuss your legal remedies or file in small claims court. A fact sheet on small claims court is available on our website at DATCP@wisc.gov.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three-year period. It also will assist us in monitoring the business community for unfair business practices.

Thank you again for bringing your complaint to our attention.

Sincerely,
Consumer Protection Investigator Mediation Unit Bureau of Consumer Protection

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, November 06, 2023 11:55 AM

To: Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>; Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>

Cc: 'Rep.<Rep legis.wisc.gov>;'Sen. Legis.wisc.gov'

Subject: RE: Small Claims Court case 23SC0xxx - Lefty Insider vs Charpectrum

Consumer Protection Supervisor,

So what Consumer Protection CAN the “Wisc Department of Consumer Protection” provide to me as a tax-paying consumer in need of protection?

If I wanted mediation, the DATCP, and the BBB can and have done that to no real effect.

The Federal FCC, FTC and the State PSC and Dept. of Justice, have no interest in this case.

Am I to battle alone up against a monopolistic corporation?

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, August 30, 2024 8:50 AM

To: Consumer Protection Supervisor DATCP@wisc.gov' ' Consumer Protection Supervisor2 DATCP@wisc.gov'; <DATCPHotline@wisc.gov>

Subject: DATCP Charpectrum Class Action Lawsuit Potential

Consumer Protection Supervisor,

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Department of Agriculture, Trade and Consumer Protection

Sirs and Ms.,

Attached you will find documents regarding my latest and final and perhaps futile attempt to obtain some amount of justice and relief in the Wisc Court System from the financial exploitation of this monopoly corporation. The curated and organized digital files collected over these past three years in this quest will follow via postal mail.

These evidentiary fact files and testimony should be more than sufficient to begin an investigation into bringing a class action lawsuit.

Citizens expect the government to be the bridle on this current wave of unbridled capitalism.

They like myself petition you to attempt to recover the hundreds of millions of dollars in excessive fees for service charged Wiscites by CHARPECTRUM COMMUNICATIONS INC., dba Charpectrum Mid-America, LLC.

I believe that I have pretty much handed you a Class Action case here, but I am available to provide any and all assistance in this endeavor,

Lefty

Attachments: Petition Appx Sup Court.Pdf, Supreme Court Affidavit.Pdf, Petition Supreme Court.Pd

From: egov-admin, CRM [mailto:noreply@wisc.gov]

Sent: Friday, August 30, 2024 10:27 AM

To: lefty@insiderpub.io

Subject: Re: DATCP Charpectrum Class Action Lawsuit Potential CRM:00253xx

Good Morning,

Thank you for the information. It will be included with your complaint file.

Below is a link to information about the complaint process.

https://datcp.wisc.gov/Pages/Publications/FilingAComplaint127.aspx

Information & Education Unit

Bureau of Consumer Protection, Division of Trade and Consumer Protection

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, September 13, 2024 11:39 AM

To: Consumer Protection Supervisor- DATCP < DATCP@wisc.gov >

Subject: RE: Charpectrum Communications Inc. 11651xx

Importance: High

CAUTION: This email originated from outside the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

Consumer Protection Supervisor,

Left you a voice mail regarding your return of the usb drive of factual evidence and data which spans multiple customers, and multiple municipalities in NE Wisc.

The reason for the return?

Lefty

From: Consumer Protection Supervisor- DATCP [mailto: DATCP@wisc.gov]

Sent: Monday, September 16, 2024 10:14 AM

To: Lefty Insider < lefty@insiderpub.io >

Subject: RE: Charpectrum Communications Inc. 11651xx

Good Morning,

This was returned because we do not accept USB drives, for security reasons.

Sincerely, Consumer Protection Supervisor

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, September 16, 2024 11:00 AM

To: Consumer Protection Supervisor- DATCP < DATCP@wisc.gov >

Cc: DOJ Communications Office <dojcommunications@doj.state.wisc.us>

Subject: RE: Charpectrum Communications Inc. 1165xx

CAUTION: This email originated from outside the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

Consumer Protection Supervisor,

I would have been nice to put a note in the box saying that and providing an alternative method. I did see a tag wire on the key fob, apparently from an evidence tag.

Obviously I went to great lengths to provide you with info that this drive was thoroughly scanned for malware, and you could have had your IT people verify that.

So what I was trying to do here was to gift wrap investigative evidence data for you to verify and expand on and present to the AG for a Parens Patriae action against Charpectrum.

These digital files represent many thousands of pages if committed to printed paper, so under what vehicle or reasonable means do you accept evidentiary data?

Lefty

From: Consumer Protection Supervisor - DATCP [mailto:datcp@wisc.gov]

Sent: Monday, September 16, 2024 2:30 PM

To: Lefty Insider < lefty@insiderpub.io >

Subject: RE: Charpectrum Communications Inc. 11651xx

Good Afternoon,

Could you estimate the file size of the data?

Sincerely,

Consumer Protection Supervisor

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, September 21, 2024 4:12 PM

To: 'Consumer Protection Supervisor DATCP' DATCP@wisc.gov

Subject: Data evidence Executive Summary

Consumer Protection Supervisor,

I am sending this as a Word document attachment to facilitate editing, refinement, and discussion.

As you can see, I have already plowed much of this ground.

Fall plowing is still ahead. :-)

I have taken this through the court system, and have been dismissed at every level all the way to the WISC Supreme Court where my petition resides now.

• In small claims court after denying witness testimony and discover documentation for my hearing and putting a 15 min egg timer on my testimony, a clearly biased commissioner (child custody lawyer) who didn't read the extensive amount of documentation, decided that Charpectrum's 2 flawed and questionable tests were better than my approx. 2000, including MLab and Purdue Univ. publicly available data results.

• The Circuit Court dismissed that case due to unsupported and flawed logic with no legal precedent, not to mention any common sense.

• The Appeals Court made a number of factual and legal errors, denied a review, and this is why it is at the WISC Supreme Court now.

"On 9/16 the State Supreme Court upheld the dismissal, stating that the evidence provided (a USB thumb drive of data) did not meet court requirements."

EVERYONE REFUSES TO ACTUALLY LOOK AT THE DATA BEFORE REACHING A CONCLUSION LIKE THIS.

Because it's against their antiquated rules?

They have not yet ruled on my petition however.

Lefty

Attachment: Data Evidence Executive Summary.pdf

September 23, 2024

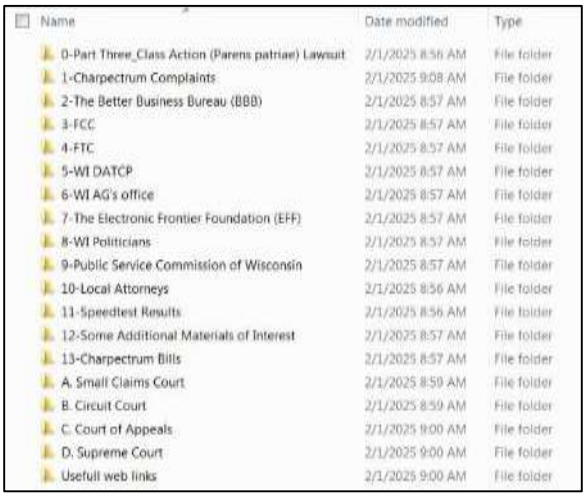
LEFTY INSIDER VS CHARPERCTRUM COMMUNICATIONS dba Charpectrum Mid-America, LLC

DATA EVIDENCE EXECUTIVE SUMMARY

When you unpack the compressed 7z file (7-Zip) you will see the 19 primary folders which contain about 4,000 files, in more than 270 folders and subfolders, and is about 3 GB in combined file sizes, and slightly smaller in a compressed file.

Beneath the primary folder are about 250 subfolders which will be outlined, identified, and explained below.

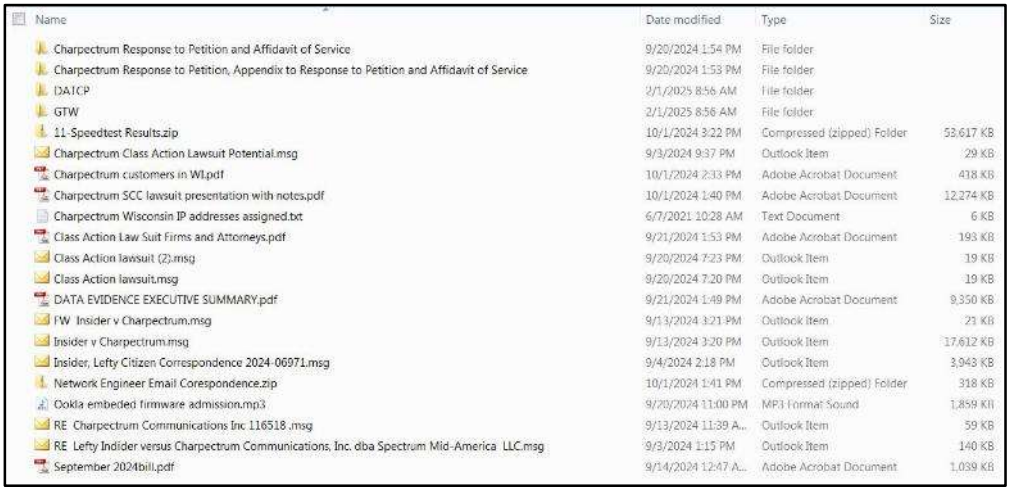
This was also spelled out in a very similar method in the *Court of Appeals Motion to Reconsider* documents, to seemingly no effect.



Name	Date modified	Type
0-Part Three_Class Action (Parens patriae) Lawsuit	2/1/2025 8:56 AM	File folder
1-Charpectrum Complaints	2/1/2025 9:08 AM	File folder
2-The Better Business Bureau (BBB)	2/1/2025 8:57 AM	File folder
3-FCC	2/1/2025 8:57 AM	File folder
4-FTC	2/1/2025 8:57 AM	File folder
5-WI DATCP	2/1/2025 8:57 AM	File folder
6-WI AG's office	2/1/2025 8:57 AM	File folder
7-The Electronic Frontier Foundation (EFF)	2/1/2025 8:57 AM	File folder
8-WI Politicians	2/1/2025 8:57 AM	File folder
9-Public Service Commission of Wisconsin	2/1/2025 8:57 AM	File folder
10-Local Attorneys	2/1/2025 8:56 AM	File folder
11-Speedtest Results	2/1/2025 8:56 AM	File folder
12-Some Additional Materials of Interest	2/1/2025 8:57 AM	File folder
13-Charpectrum Bills	2/1/2025 8:57 AM	File folder
A. Small Claims Court	2/1/2025 8:59 AM	File folder
B. Circuit Court	2/1/2025 8:59 AM	File folder
C. Court of Appeals	2/1/2025 9:00 AM	File folder
D. Supreme Court	2/1/2025 9:00 AM	File folder
Usefull web links	2/1/2025 9:00 AM	File folder

0-Part Three Class Action (Parens Patriae) Lawsuit

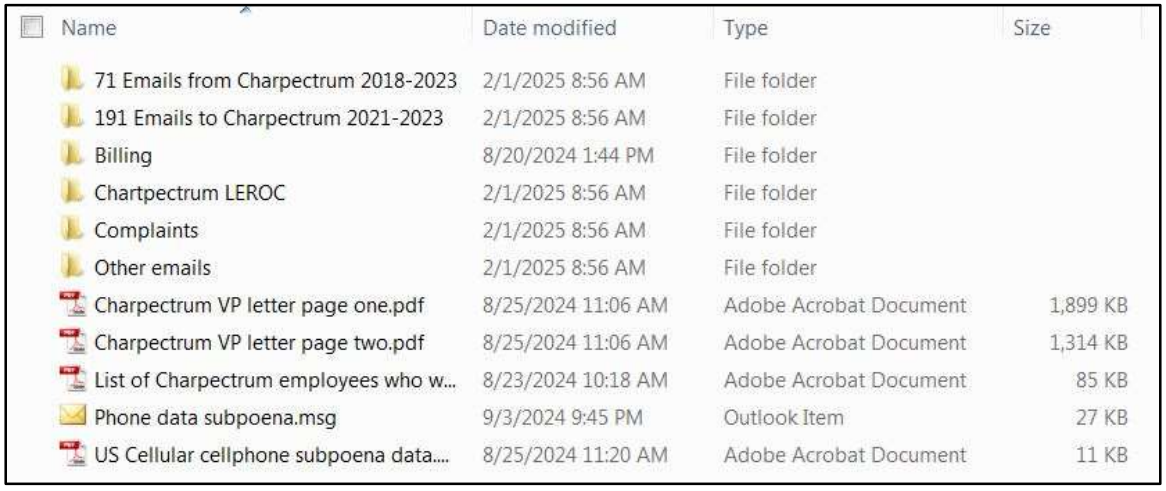
Supplemental and some duplicate evidence to be used by the WISC DOJ for investigation and remedy in a Class lawsuit action against Charpectrum.



Name	Date modified	Type	Size
Charpectrum Response to Petition and Affidavit of Service	9/20/2024 1:54 PM	File folder	
Charpectrum Response to Petition, Appendix to Response to Petition and Affidavit of Service	9/20/2024 1:53 PM	File folder	
DATCP	2/1/2025 8:56 AM	File folder	
GTW	2/1/2025 8:56 AM	File folder	
11-Speedtest Results.zip	10/1/2024 3:22 PM	Compressed (zipped) Folder	53,617 KB
Charpectrum Class Action Lawsuit Potential.msg	9/3/2024 9:37 PM	Outlook Item	29 KB
Charpectrum customers in WI.pdf	10/1/2024 2:33 PM	Adobe Acrobat Document	418 KB
Charpectrum SCC lawsuit presentation with notes.pdf	10/1/2024 1:40 PM	Adobe Acrobat Document	12,274 KB
Charpectrum Wisconsin IP addresses assigned.txt	6/7/2021 10:28 AM	Text Document	6 KB
Class Action Law Suit Firms and Attorneys.pdf	9/21/2024 1:53 PM	Adobe Acrobat Document	193 KB
Class Action lawsuit (2).msg	9/20/2024 7:23 PM	Outlook Item	19 KB
Class Action lawsuit.msg	9/20/2024 7:20 PM	Outlook Item	19 KB
DATA EVIDENCE EXECUTIVE SUMMARY.pdf	9/21/2024 1:49 PM	Adobe Acrobat Document	9,350 KB
FW Insider v Charpectrum.msg	9/13/2024 3:21 PM	Outlook Item	21 KB
Insider v Charpectrum.msg	9/13/2024 3:20 PM	Outlook Item	17,612 KB
Insider, Lefty Citizen Correspondence 2024-06971.msg	9/4/2024 2:18 PM	Outlook Item	3,943 KB
Network Engineer Email Corespondence.zip	10/1/2024 1:41 PM	Compressed (zipped) Folder	318 KB
Ookla embeded firmware admission.mp3	9/20/2024 11:00 PM	MP3 Format Sound	1,859 KB
RE Charpectrum Communications Inc 116518 .msg	9/13/2024 11:39 A...	Outlook Item	59 KB
RE Lefty Indider versus Charpectrum Communications, Inc. dba Spectrum Mid-America LLC.msg	9/3/2024 1:15 PM	Outlook Item	140 KB
September 2024bill.pdf	9/14/2024 12:47 A...	Adobe Acrobat Document	1,039 KB

1-Charpectrum Complaints

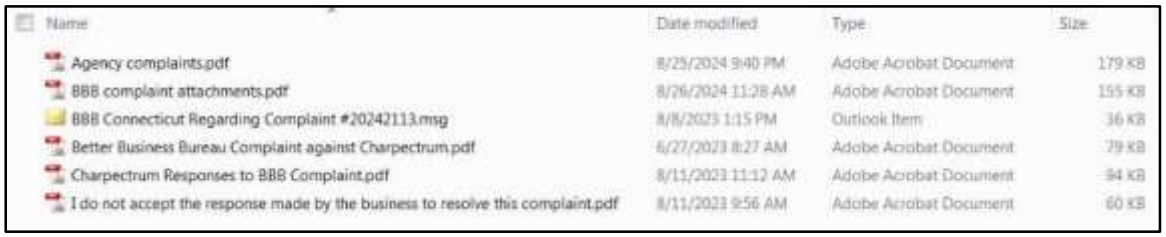
Email correspondence over a three plus year period with dozens of staff (26) at Charpectrum Communications, Inc. regarding low speed complaints, false advertising, and excessive billing. Includes Charpectrum billing information and MS PowerPoint presentations in pdf format for use by the Plaintiff in court and as discovery information. Does not include dozens of hours of phone calls both ways with key Charpectrum employees but are documented in the US Cellular subpoenaed data. Witness Motion.docx There is a list of these 26 employees in a motion that I can't find right now.



Name	Date modified	Type	Size
71 Emails from Charpectrum 2018-2023	2/1/2025 8:56 AM	File folder	
191 Emails to Charpectrum 2021-2023	2/1/2025 8:56 AM	File folder	
Billing	8/20/2024 1:44 PM	File folder	
Chartpectrum LEROC	2/1/2025 8:56 AM	File folder	
Complaints	2/1/2025 8:56 AM	File folder	
Other emails	2/1/2025 8:56 AM	File folder	
Charpectrum VP letter page one.pdf	8/25/2024 11:06 AM	Adobe Acrobat Document	1,899 KB
Charpectrum VP letter page two.pdf	8/25/2024 11:06 AM	Adobe Acrobat Document	1,314 KB
List of Charpectrum employees who w...	8/23/2024 10:18 AM	Adobe Acrobat Document	85 KB
Phone data subpoena.msg	9/3/2024 9:45 PM	Outlook Item	27 KB
US Cellular cellphone subpoena data....	8/25/2024 11:20 AM	Adobe Acrobat Document	11 KB

2-Better Business Bureau (BBB)

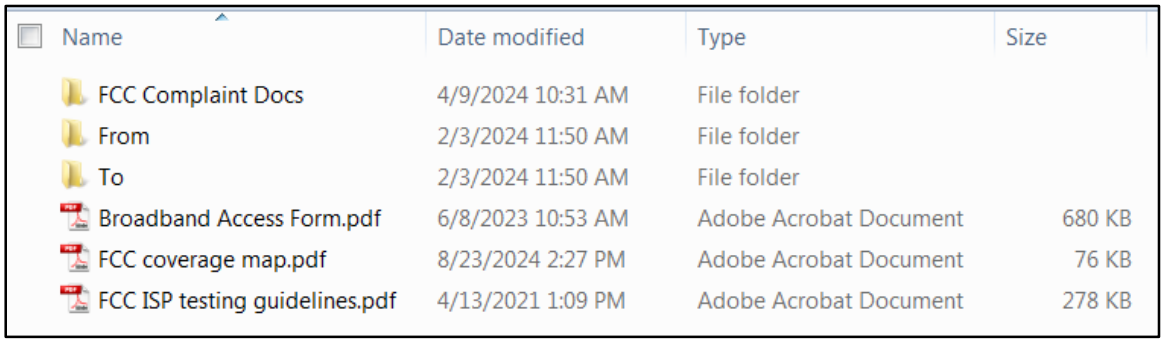
Email and letter correspondence with the BBB regarding complaints. Correspondence includes interactions with multiple staff at the BBB office seeking assistance with Charpectrum's negative pattern and practice behavior with limited success.



Name	Date modified	Type	Size
Agency complaints.pdf	8/25/2024 9:40 PM	Adobe Acrobat Document	179 KB
BBB complaint attachments.pdf	8/26/2024 11:28 AM	Adobe Acrobat Document	155 KB
BBB Connecticut Regarding Complaint #20242113.msg	8/8/2023 1:15 PM	Outlook Item	36 KB
Better Business Bureau Complaint against Charpectrum.pdf	6/27/2023 8:27 AM	Adobe Acrobat Document	79 KB
Charpectrum Responses to BBB Complaint.pdf	8/11/2023 11:12 AM	Adobe Acrobat Document	94 KB
I do not accept the response made by the business to resolve this complaint.pdf	8/11/2023 9:56 AM	Adobe Acrobat Document	60 KB

3-Federal Communications Commission (FCC)

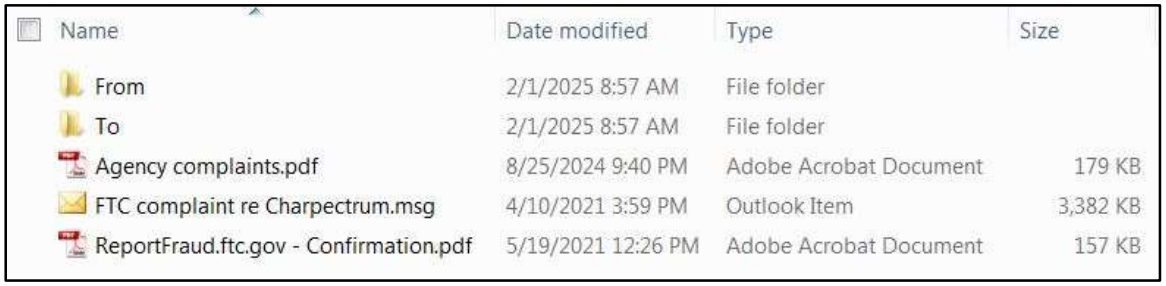
Email and letter correspondence, and also complaint documents to the FTC regarding speed complaints complete with speed testing information.
Correspondence includes interactions with multiple staff at the FTC office seeking consumer protection regulation assistance unsuccessfully.



Name	Date modified	Type	Size
FCC Complaint Docs	4/9/2024 10:31 AM	File folder	
From	2/3/2024 11:50 AM	File folder	
To	2/3/2024 11:50 AM	File folder	
Broadband Access Form.pdf	6/8/2023 10:53 AM	Adobe Acrobat Document	680 KB
FCC coverage map.pdf	8/23/2024 2:27 PM	Adobe Acrobat Document	76 KB
FCC ISP testing guidelines.pdf	4/13/2021 1:09 PM	Adobe Acrobat Document	278 KB

4-Federal Trade Commission (FTC)

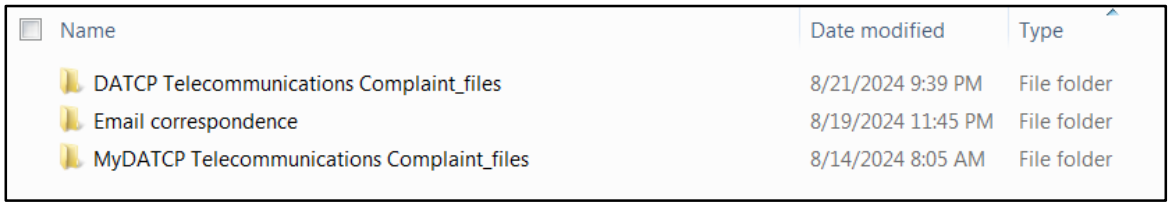
Email correspondence with multiple staff at the Federal Trade Commission office seeking consumer protection regulation assistance unsuccessfully.



Name	Date modified	Type	Size
From	2/1/2025 8:57 AM	File folder	
To	2/1/2025 8:57 AM	File folder	
Agency complaints.pdf	8/25/2024 9:40 PM	Adobe Acrobat Document	179 KB
FTC complaint re Charpectrum.msg	4/10/2021 3:59 PM	Outlook Item	3,382 KB
ReportFraud.ftc.gov - Confirmation.pdf	5/19/2021 12:26 PM	Adobe Acrobat Document	157 KB

5-WISC DATCP

Email correspondence with multiple staff at the Wisc Department of Trade and *Consumer Protection* office, and related documents seeking consumer protection enforcement unsuccessfully to this point.



Name	Date modified	Type
DATCP Telecommunications Complaint_files	8/21/2024 9:39 PM	File folder
Email correspondence	8/19/2024 11:45 PM	File folder
MyDATCP Telecommunications Complaint_files	8/14/2024 8:05 AM	File folder

6-WISC AG'S Office

Correspondence with the Attorney General's office seeking legal assistance and consumer protection enforcement unsuccessfully to this point.

Name	Date modified	Type	Size
AG Chartpectrum Class Action Lawsuit Potential.msg	8/30/2024 8:52 AM	Outlook Item	2,606 KB
Agency complaints.pdf	8/25/2024 9:40 PM	Adobe Acrobat Document	179 KB
FW Pay for only what you get .msg	8/21/2024 10:20 PM	Outlook Item	1,164 KB
Insider, Lefty Citizen Complaint 2023-04332.msg	8/21/2024 10:18 PM	Outlook Item	2,083 KB
Insider, Lefty Citizen Correspondence 2024-06971.msg	9/4/2024 2:19 PM	Outlook Item	3,943 KB

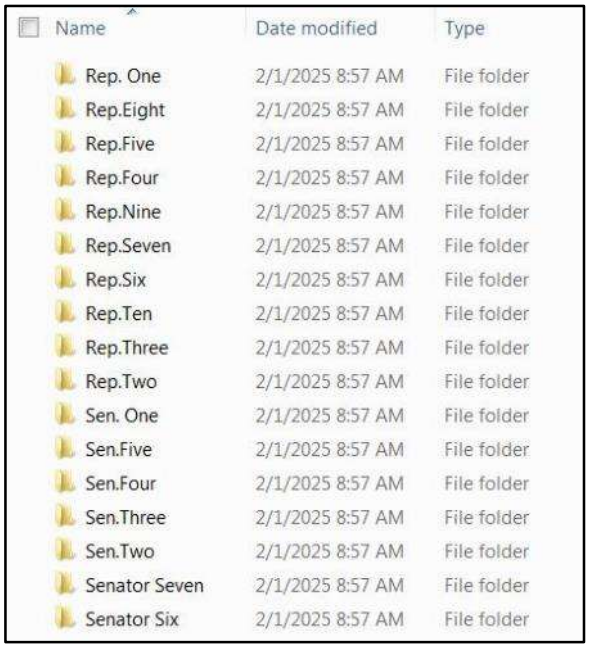
7-The Electronic Frontier Foundation (EFF)

Email correspondence seeking legal advice and legal assistance unsuccessfully.

Name	Date modified	Type	Size
EFF Correspondence	2/1/2025 8:57 AM	File folder	
Agency complaints.pdf	8/25/2024 9:40 PM	Adobe Acrobat Document	179 KB
consumer reports.msg	11/14/2023 12:26 PM	Outlook Item	480 KB

8-WISC Politicians

Email correspondence with State and Federal legislators seeking assistance were mostly unsuccessful. These subfolders represent response communication from the few of the many dozens of political representatives contacted in this manner.



Name	Date modified	Type
Rep. One	2/1/2025 8:57 AM	File folder
Rep.Eight	2/1/2025 8:57 AM	File folder
Rep.Five	2/1/2025 8:57 AM	File folder
Rep.Four	2/1/2025 8:57 AM	File folder
Rep.Nine	2/1/2025 8:57 AM	File folder
Rep.Seven	2/1/2025 8:57 AM	File folder
Rep.Six	2/1/2025 8:57 AM	File folder
Rep.Ten	2/1/2025 8:57 AM	File folder
Rep.Three	2/1/2025 8:57 AM	File folder
Rep.Two	2/1/2025 8:57 AM	File folder
Sen. One	2/1/2025 8:57 AM	File folder
Sen.Five	2/1/2025 8:57 AM	File folder
Sen.Four	2/1/2025 8:57 AM	File folder
Sen.Three	2/1/2025 8:57 AM	File folder
Sen.Two	2/1/2025 8:57 AM	File folder
Senator Seven	2/1/2025 8:57 AM	File folder
Senator Six	2/1/2025 8:57 AM	File folder

Note: My local Senator's whistleblower email address will not accept emails.

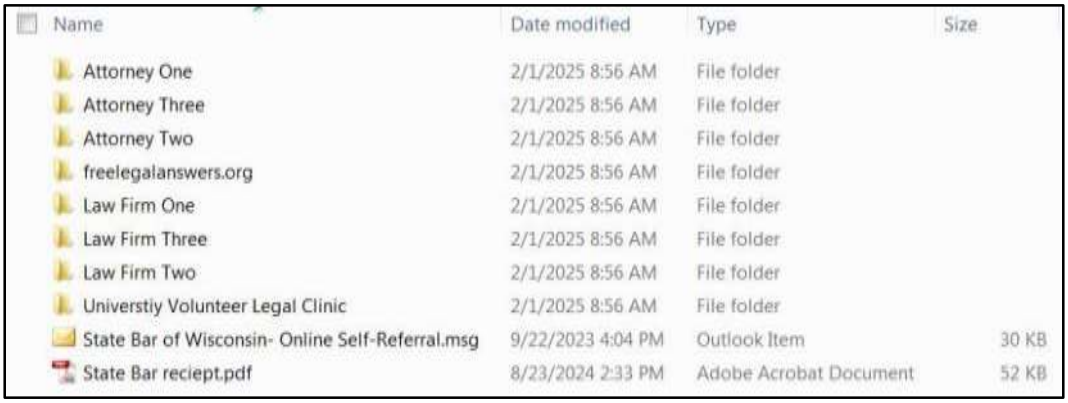
9-Public Service Commission Of Wisc (PSC)

Email correspondence seeking consumer protection enforcement assistance unsuccessfully.

Name	Date modified	Type	Size
Email Correspondence	2/1/2025 8:57 AM	File folder	
Agency complaints.pdf	8/25/2024 9:40 PM	Adobe Acrobat Document	179 KB

10-Local Attorneys

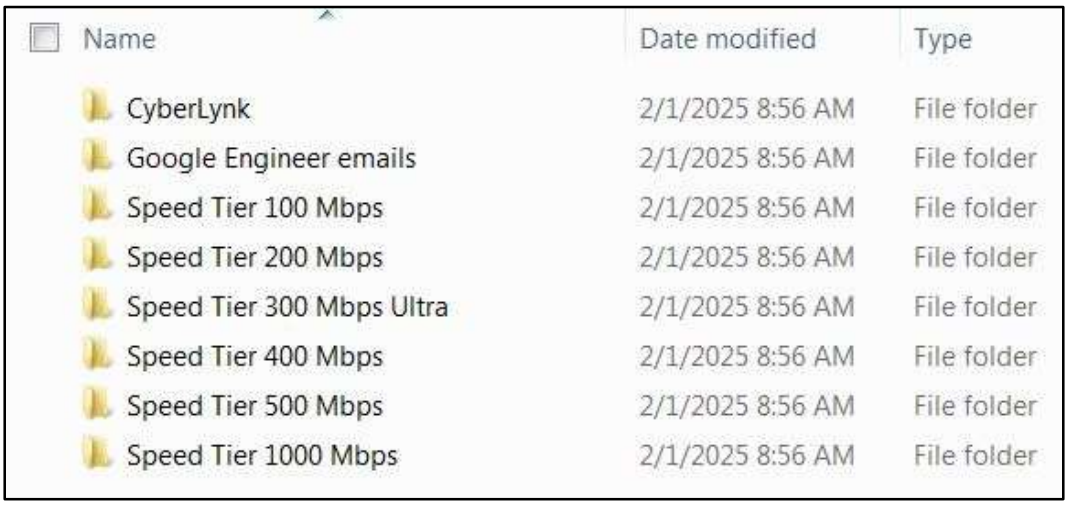
Correspondence with nine firms in seeking low or no cost legal advice and assistance mostly unsuccessfully.



Name	Date modified	Type	Size
Attorney One	2/1/2025 8:56 AM	File folder	
Attorney Three	2/1/2025 8:56 AM	File folder	
Attorney Two	2/1/2025 8:56 AM	File folder	
freelegalanswers.org	2/1/2025 8:56 AM	File folder	
Law Firm One	2/1/2025 8:56 AM	File folder	
Law Firm Three	2/1/2025 8:56 AM	File folder	
Law Firm Two	2/1/2025 8:56 AM	File folder	
Universtiy Volunteer Legal Clinic	2/1/2025 8:56 AM	File folder	
State Bar of Wisconsin- Online Self-Referral.msg	9/22/2023 4:04 PM	Outlook Item	30 KB
State Bar reciept.pdf	8/23/2024 2:33 PM	Adobe Acrobat Document	52 KB

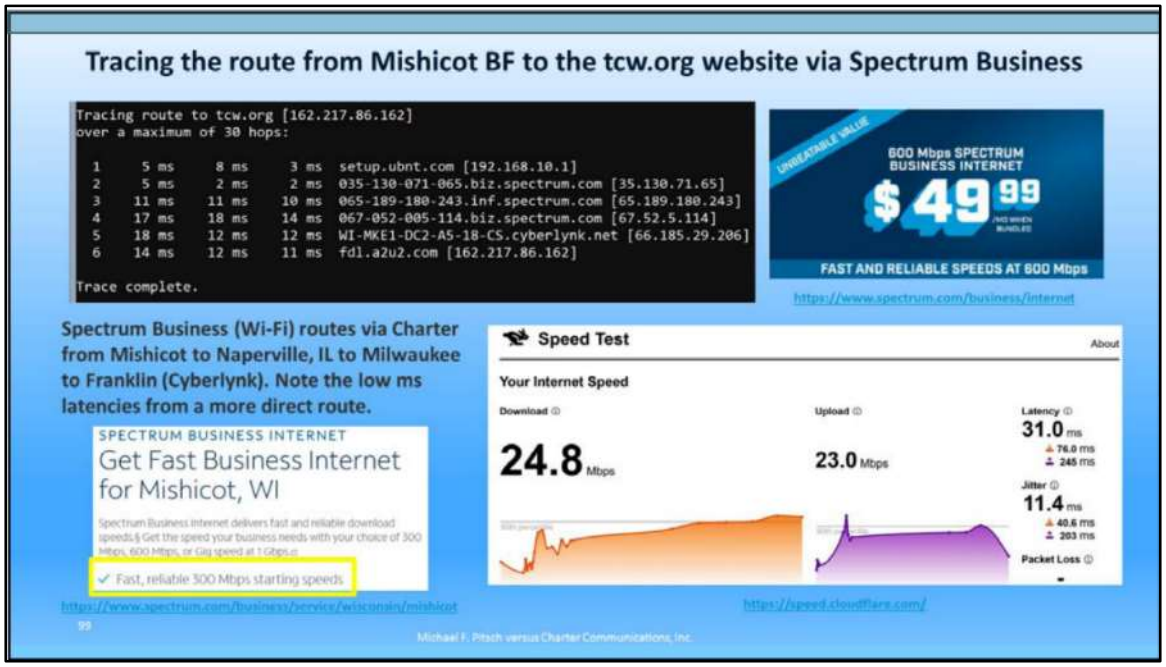
11-Speedtest Results

Thousands of speed test results categorized by speed tier, by type, (wired and wireless) OS, browser, computer type, and by speed test data source. Test results are almost exclusively well below the billed speed at each speed tier across all six plus years of service. You will need to carefully review the newest version of the PowerPoint pdf to fully understand this. Condensed Charpectrum SCC lawsuit.pdf

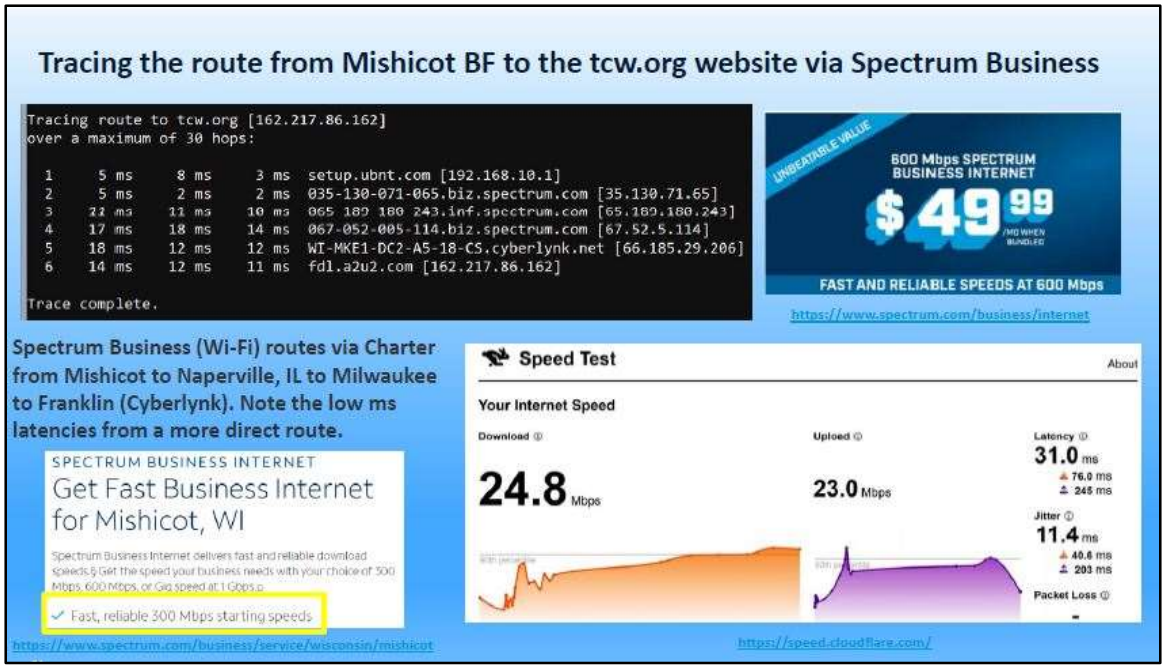


Name	Date modified	Type
CyberLynk	2/1/2025 8:56 AM	File folder
Google Engineer emails	2/1/2025 8:56 AM	File folder
Speed Tier 100 Mbps	2/1/2025 8:56 AM	File folder
Speed Tier 200 Mbps	2/1/2025 8:56 AM	File folder
Speed Tier 300 Mbps Ultra	2/1/2025 8:56 AM	File folder
Speed Tier 400 Mbps	2/1/2025 8:56 AM	File folder
Speed Tier 500 Mbps	2/1/2025 8:56 AM	File folder
Speed Tier 1000 Mbps	2/1/2025 8:56 AM	File folder

Charpectrum promotes two speed tests as evidence: a Speedtest result to Eau Claire which is meaningless because there is no direct Internet connection available there, and to Chicago via a SamKnows test which Lefty was not allowed to duplicate or verify, and believes they cheated on the routing of. Charpectrum routes the bank traffic from Mishicot and Two Rivers municipal more directly, reducing hops and improving their network performance. Perhaps in violation of Net Neutrality.


Tracing the route from Mishicot BF to the tcw.org website via Spectrum Business
Tracing route to tcw.org [162.217.86.162]
over a maximum of 30 hops:
1 5 ms 8 ms 3 ms setup.ubnt.com [192.168.10.1]
2 5 ms 2 ms 2 ms 035-130-071-065.biz.spectrum.com [35.130.71.65]
3 11 ms 11 ms 10 ms 065-189-180-243.inf.spectrum.com [65.189.180.243]
4 17 ms 18 ms 14 ms 067-052-005-114.biz.spectrum.com [67.52.5.114]
5 18 ms 12 ms 12 ms WI-MKE1-DC2-A5-18-CS.cyberlynk.net [66.185.29.206]
6 14 ms 12 ms 11 ms fdl.a2u2.com [162.217.86.162]
Trace complete.
UNBEATABLE VALUE
600 Mbps SPECTRUM BUSINESS INTERNET
$49 99
/MO WHEN BUNDLED
FAST AND RELIABLE SPEEDS AT 600 Mbps
https://www.spectrum.com/business/internet
Spectrum Business (Wi-Fi) routes via Charter from Mishicot to Naperville, IL to Milwaukee to Franklin (Cyberlynk). Note the low ms latencies from a more direct route.
SPECTRUM BUSINESS INTERNET
Get Fast Business Internet for Mishicot, WI
Fast, reliable 300 Mbps starting speeds
https://www.spectrum.com/business/service/wisconsin/mishicot
Speed Test
About
Your Internet Speed
Download
24.8 Mbps
Upload
23.0 Mbps
Latency
31.0 ms
76.0 ms
245 ms
Jitter
11.4 ms
40.6 ms
203 ms
Packet Loss
https://speed.cloudflare.com/
Michael F. Pitsch versus Charter Communications, Inc.

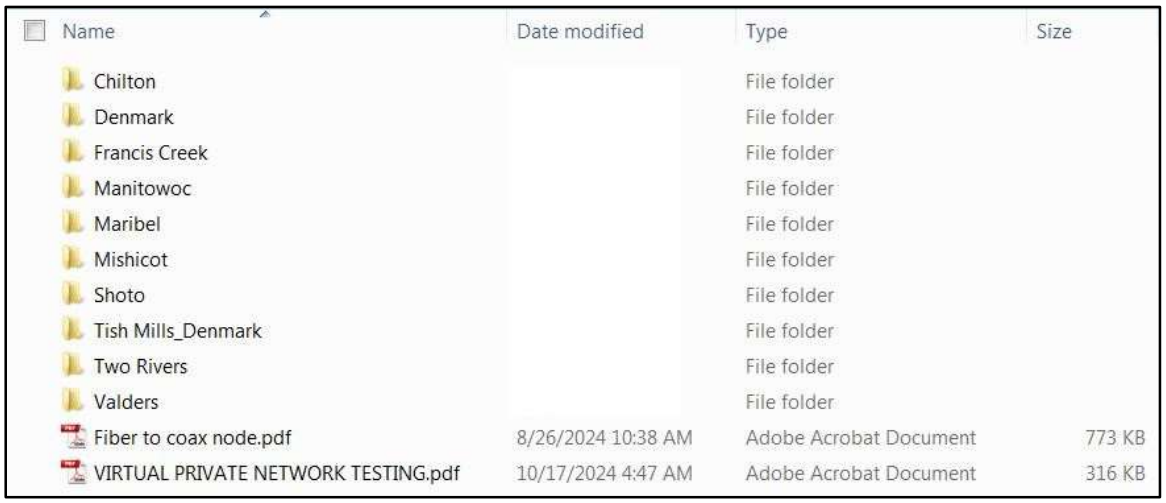
Excerpted Charpectrum SCC lawsuit.pdf


Tracing the route from Mishicot BF to the tcw.org website via Spectrum Business
Tracing route to tcw.org [162.217.86.162]
over a maximum of 30 hops:
1 5 ms 8 ms 3 ms setup.ubnt.com [192.168.10.1]
2 5 ms 2 ms 2 ms 035-130-071-065.biz.spectrum.com [35.130.71.65]
3 11 ms 11 ms 10 ms 065-189-180-243.inf.spectrum.com [65.189.180.243]
4 17 ms 18 ms 14 ms 067-052-005-114.biz.spectrum.com [67.52.5.114]
5 18 ms 12 ms 12 ms WI-MKE1-DC2-A5-18-CS.cyberlynk.net [66.185.29.206]
6 14 ms 12 ms 11 ms fdl.a2u2.com [162.217.86.162]
Trace complete.
UNBEATABLE VALUE
600 Mbps SPECTRUM BUSINESS INTERNET
$49 99
/MO WHEN BUNDLED
FAST AND RELIABLE SPEEDS AT 600 Mbps
https://www.spectrum.com/business/internet
Spectrum Business (Wi-Fi) routes via Charter from Mishicot to Naperville, IL to Milwaukee to Franklin (Cyberlynk). Note the low ms latencies from a more direct route.
SPECTRUM BUSINESS INTERNET
Get Fast Business Internet for Mishicot, WI
Fast, reliable 300 Mbps starting speeds
https://www.spectrum.com/business/service/wisconsin/mishicot
Speed Test
About
Your Internet Speed
Download
24.8 Mbps
Upload
23.0 Mbps
Latency
31.0 ms
76.0 ms
245 ms
Jitter
11.4 ms
40.6 ms
203 ms
Packet Loss
https://speed.cloudflare.com/

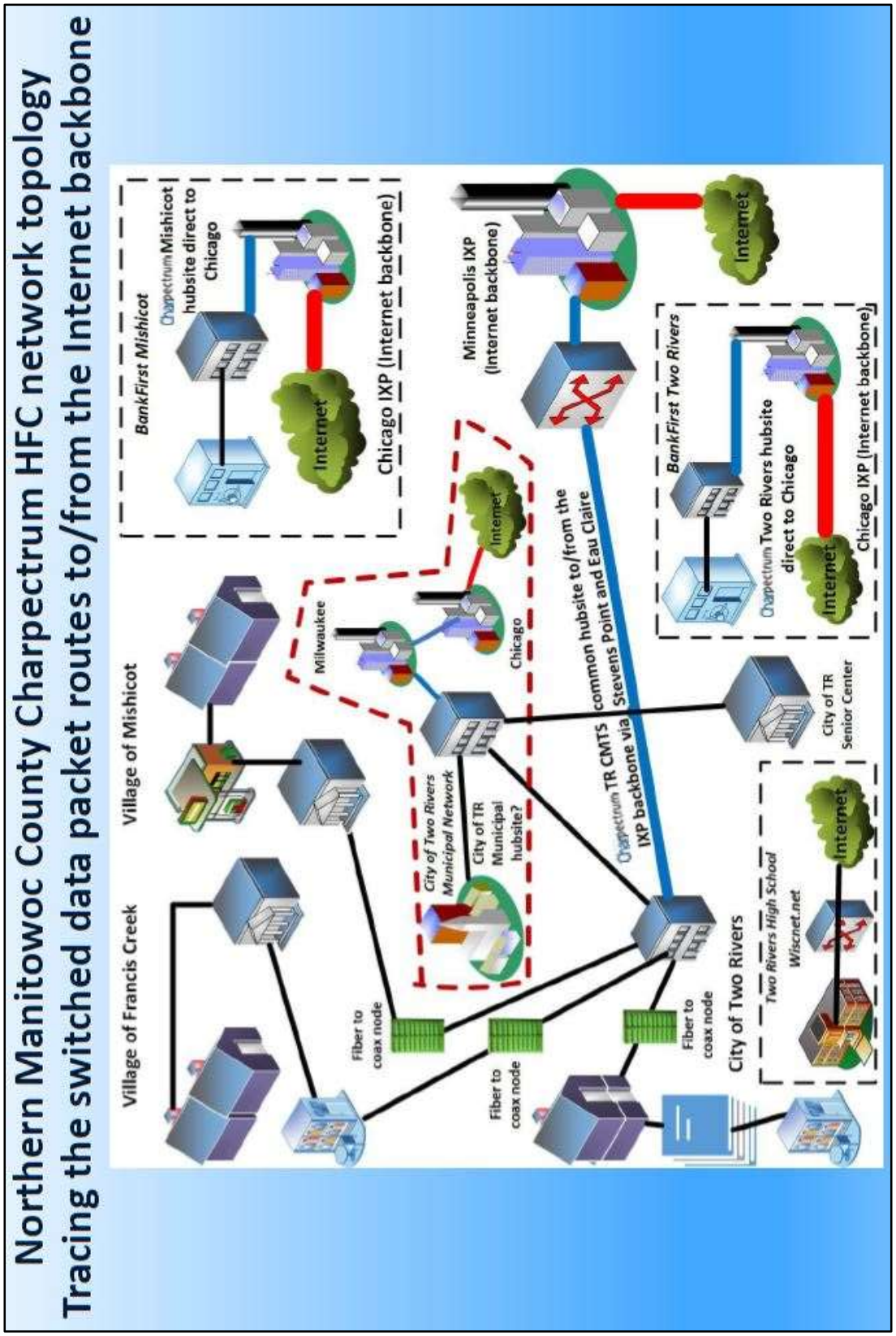
A trace route test shows a modified routing scheme for a bank.

The point here is that this fraudulent billing impacts not only my subdivision, the Village of Francis Creek, the Village of Mishicot and the City and Town of Two Rivers, but most likely all of NE WISC Charpectrum customers. See below and Lefty Insider vs Charpectrum Communications (final)\B. Circuit Court\Presentation\Local Broadband testing\Broadband Testing

Local County Broadband testing



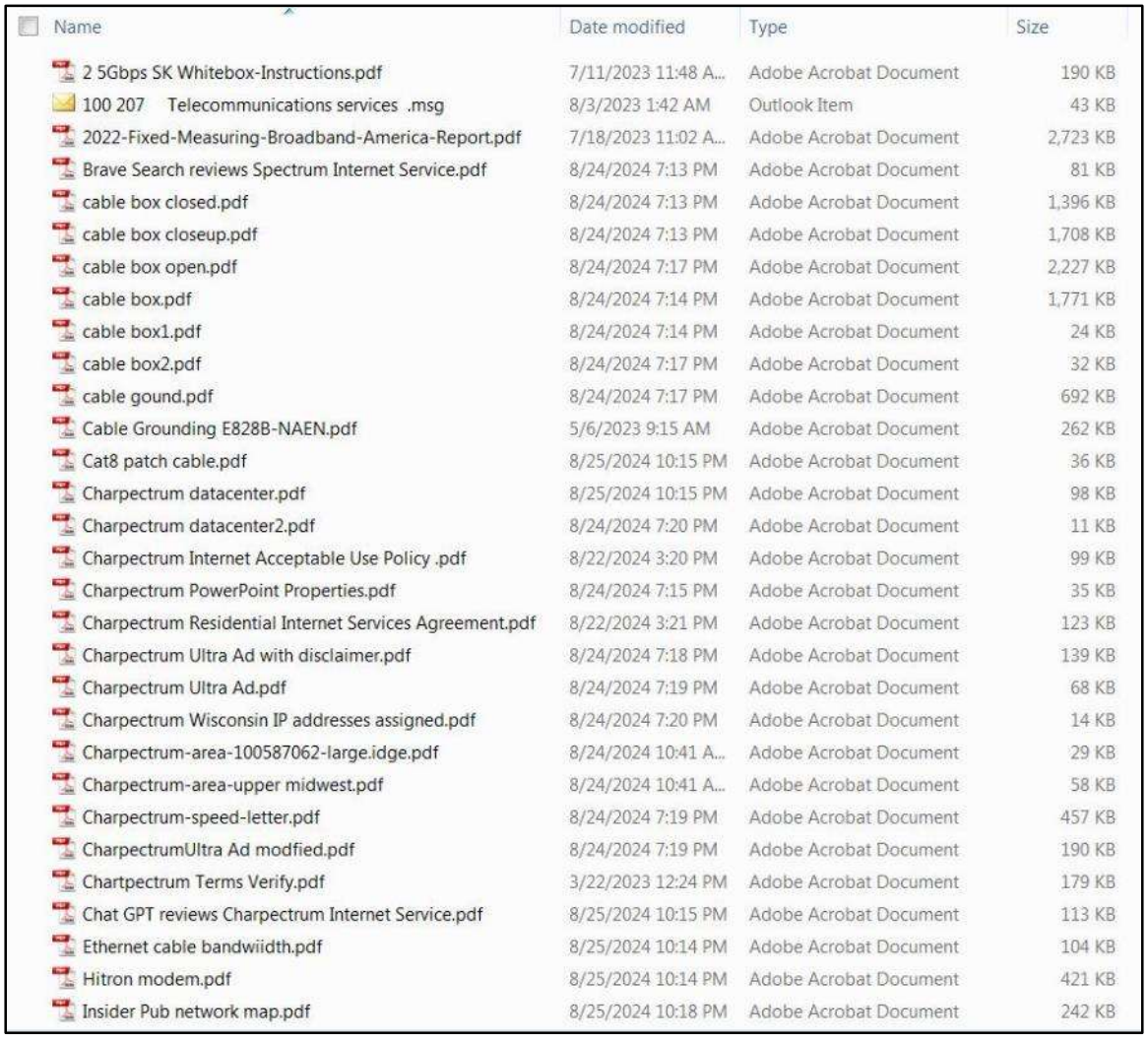
Name	Date modified	Type	Size
Chilton		File folder	
Denmark		File folder	
Francis Creek		File folder	
Manitowoc		File folder	
Maribel		File folder	
Mishicot		File folder	
Shoto		File folder	
Tish Mills_Denmark		File folder	
Two Rivers		File folder	
Valders		File folder	
Fiber to coax node.pdf	8/26/2024 10:38 AM	Adobe Acrobat Document	773 KB
VIRTUAL PRIVATE NETWORK TESTING.pdf	10/17/2024 4:47 AM	Adobe Acrobat Document	316 KB


Northern Manitowoc County Charpectrum HFC network topology
Tracing the switched data packet routes to/from the Internet backbone
BankFirst Mishicot
Charpectrum Mishicot hubsite direct to Chicago
Internet
Chicago IXP (Internet backbone)
Minneapolis IXP (Internet backbone)
Internet
BankFirst Two Rivers
Charpectrum Two Rivers hubsite direct to Chicago
Internet
Chicago IXP (Internet backbone)
Village of Mishicot
Village of Francis Creek
Milwaukee
Chicago
Internet
City of Two Rivers Municipal Network
City of TR Municipal hubsite?
Charpectrum TR CMTS IXP backbone via common hubsite to/from the Stevens Point and Eau Claire
City of TR Senior Center
Fiber to coax node
Fiber to coax node
Fiber to coax node
City of Two Rivers
Two Rivers High School
Wiscnet.net
Internet

Shows various routes to the Internet for the local area.

12-Some Additional Materials Of Interest

50 assorted related evidentiary and explanatory files not easily categorized.



Name	Date modified	Type	Size
2 5Gbps SK Whitebox-Instructions.pdf	7/11/2023 11:48 A...	Adobe Acrobat Document	190 KB
100 207 Telecommunications services .msg	8/3/2023 1:42 AM	Outlook Item	43 KB
2022-Fixed-Measuring-Broadband-America-Report.pdf	7/18/2023 11:02 A...	Adobe Acrobat Document	2,723 KB
Brave Search reviews Spectrum Internet Service.pdf	8/24/2024 7:13 PM	Adobe Acrobat Document	81 KB
cable box closed.pdf	8/24/2024 7:13 PM	Adobe Acrobat Document	1,396 KB
cable box closeup.pdf	8/24/2024 7:13 PM	Adobe Acrobat Document	1,708 KB
cable box open.pdf	8/24/2024 7:17 PM	Adobe Acrobat Document	2,227 KB
cable box.pdf	8/24/2024 7:14 PM	Adobe Acrobat Document	1,771 KB
cable box1.pdf	8/24/2024 7:14 PM	Adobe Acrobat Document	24 KB
cable box2.pdf	8/24/2024 7:17 PM	Adobe Acrobat Document	32 KB
cable gound.pdf	8/24/2024 7:17 PM	Adobe Acrobat Document	692 KB
Cable Grounding E828B-NAEN.pdf	5/6/2023 9:15 AM	Adobe Acrobat Document	262 KB
Cat8 patch cable.pdf	8/25/2024 10:15 PM	Adobe Acrobat Document	36 KB
Charpectrum datacenter.pdf	8/25/2024 10:15 PM	Adobe Acrobat Document	98 KB
Charpectrum datacenter2.pdf	8/24/2024 7:20 PM	Adobe Acrobat Document	11 KB
Charpectrum Internet Acceptable Use Policy .pdf	8/22/2024 3:20 PM	Adobe Acrobat Document	99 KB
Charpectrum PowerPoint Properties.pdf	8/24/2024 7:15 PM	Adobe Acrobat Document	35 KB
Charpectrum Residential Internet Services Agreement.pdf	8/22/2024 3:21 PM	Adobe Acrobat Document	123 KB
Charpectrum Ultra Ad with disclaimer.pdf	8/24/2024 7:18 PM	Adobe Acrobat Document	139 KB
Charpectrum Ultra Ad.pdf	8/24/2024 7:19 PM	Adobe Acrobat Document	68 KB
Charpectrum Wisconsin IP addresses assigned.pdf	8/24/2024 7:20 PM	Adobe Acrobat Document	14 KB
Charpectrum-area-100587062-large.idge.pdf	8/24/2024 10:41 A...	Adobe Acrobat Document	29 KB
Charpectrum-area-upper midwest.pdf	8/24/2024 10:41 A...	Adobe Acrobat Document	58 KB
Charpectrum-speed-letter.pdf	8/24/2024 7:19 PM	Adobe Acrobat Document	457 KB
CharpectrumUltra Ad modfied.pdf	8/24/2024 7:19 PM	Adobe Acrobat Document	190 KB
Chartpectrum Terms Verify.pdf	3/22/2023 12:24 PM	Adobe Acrobat Document	179 KB
Chat GPT reviews Charpectrum Internet Service.pdf	8/25/2024 10:15 PM	Adobe Acrobat Document	113 KB
Ethernet cable bandwiidth.pdf	8/25/2024 10:14 PM	Adobe Acrobat Document	104 KB
Hitron modem.pdf	8/25/2024 10:14 PM	Adobe Acrobat Document	421 KB
Insider Pub network map.pdf	8/25/2024 10:18 PM	Adobe Acrobat Document	242 KB

Insider Pub network map2.pdf	8/25/2024 10:18 PM	Adobe Acrobat Document	268 KB
Internet Exchage Points 43_US.pdf	8/25/2024 10:14 PM	Adobe Acrobat Document	66 KB
Internet Exchange Points Midwest.pdf	8/25/2024 10:14 PM	Adobe Acrobat Document	72 KB
Internet Exchange Points.pdf	8/25/2024 10:14 PM	Adobe Acrobat Document	39 KB
Router and Modem.pdf	8/25/2024 10:16 PM	Adobe Acrobat Document	1,128 KB
SamKnows Whitebox.pdf	6/1/2023 11:22 AM	Adobe Acrobat Document	215 KB
SanKnows router tests.pdf	8/24/2024 7:16 PM	Adobe Acrobat Document	63 KB
SK 9 Whitebox.pdf	8/25/2024 10:16 PM	Adobe Acrobat Document	857 KB
substantiation.pdf	6/15/2023 4:51 PM	Adobe Acrobat Document	452 KB
Surface Pro 7+ usb_c.pdf	8/22/2024 3:22 PM	Adobe Acrobat Document	32 KB
Technical-Appendix-fixed-2020.pdf	4/11/2021 10:00 A...	Adobe Acrobat Document	1,152 KB
Technical-Appendix-fixed-2022.pdf	7/29/2023 1:27 PM	Adobe Acrobat Document	959 KB
Telecom Book of Broken Promises.pdf	4/15/2021 10:52 PM	Adobe Acrobat Document	3,851 KB
The Internet Health Test.pdf	8/24/2024 7:20 PM	Adobe Acrobat Document	12 KB
The original eight interconnection regions.pdf	8/24/2024 10:41 A...	Adobe Acrobat Document	87 KB
Top ISP rankiing.pdf	8/25/2024 10:18 PM	Adobe Acrobat Document	67 KB
Whitebox Guide-TestMyISP2 EN.pdf	6/1/2023 1:50 PM	Adobe Acrobat Document	345 KB
wireless network map_new.pdf	8/25/2024 10:16 PM	Adobe Acrobat Document	92 KB
wireless network router mapping map.pdf	8/25/2024 10:18 PM	Adobe Acrobat Document	87 KB

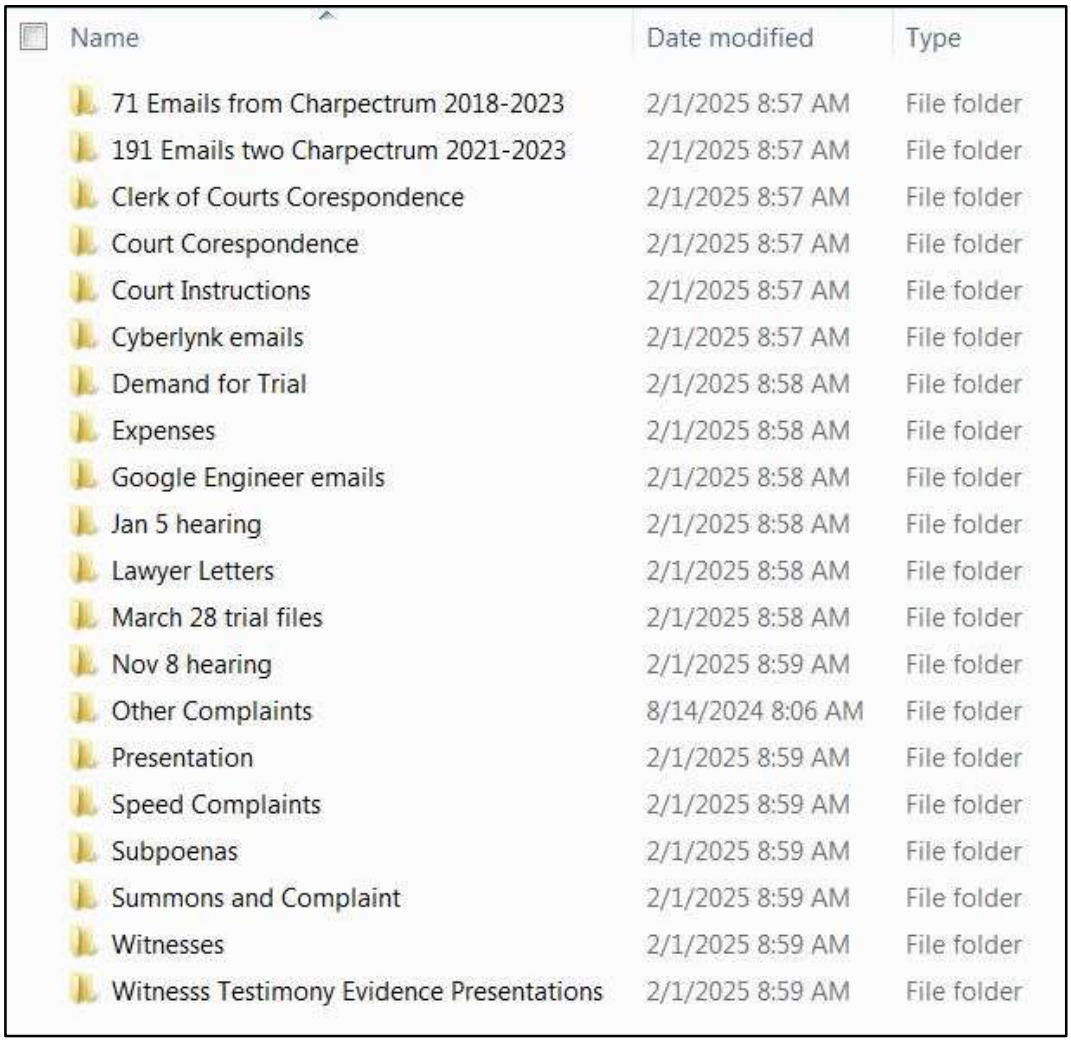
13-Charpectrum Bills

A small sample of 72 total bills received to this point, showing the progression of billing costs over six years. ***This cost has increased by 128% over six years*** (2018-2024) and will increase by a *minimum* of 18% over the next 2.5 years (2027) as the promotional discount expires. Downgrade to 500 Mbps is at same cost. Charpectrum bill progression.pdf

Name	Date modified	Type
Charpectrum billing chat	2/1/2025 8:57 AM	File folder
Charpectrum Bills	2/1/2025 8:57 AM	File folder

A. Small Claims Court

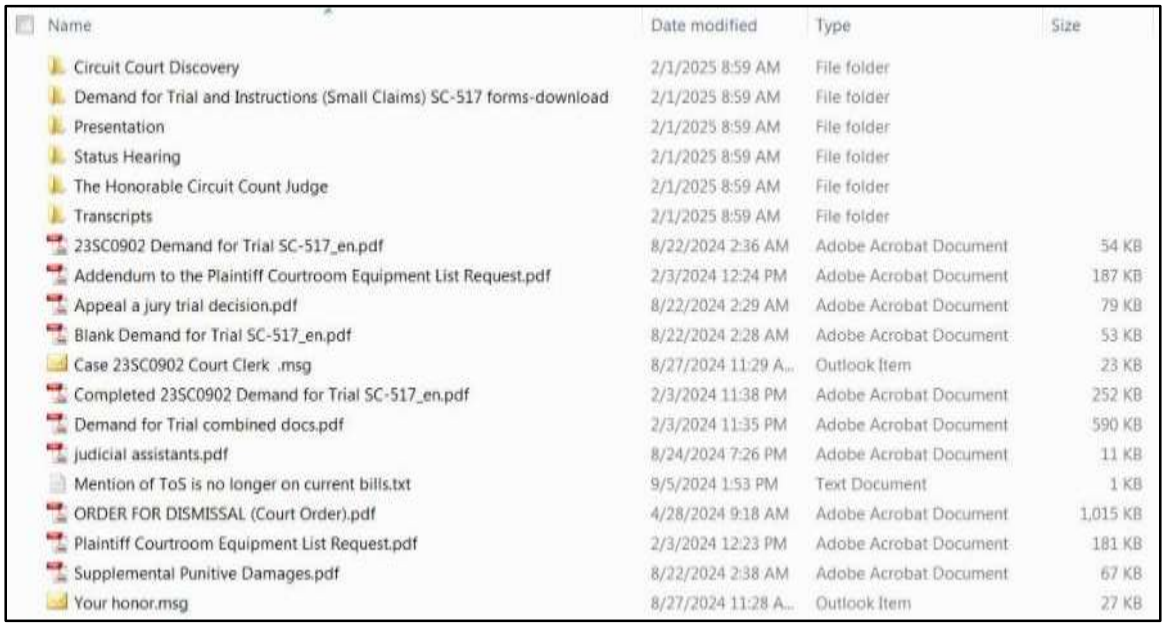
Charpectrum email correspondence, court correspondence, court documents, and hundreds of speed test results. All recorded events that occurred in SCC.



Name	Date modified	Type
71 Emails from Charpectrum 2018-2023	2/1/2025 8:57 AM	File folder
191 Emails two Charpectrum 2021-2023	2/1/2025 8:57 AM	File folder
Clerk of Courts Corespondence	2/1/2025 8:57 AM	File folder
Court Corespondence	2/1/2025 8:57 AM	File folder
Court Instructions	2/1/2025 8:57 AM	File folder
Cyberlynk emails	2/1/2025 8:57 AM	File folder
Demand for Trial	2/1/2025 8:58 AM	File folder
Expenses	2/1/2025 8:58 AM	File folder
Google Engineer emails	2/1/2025 8:58 AM	File folder
Jan 5 hearing	2/1/2025 8:58 AM	File folder
Lawyer Letters	2/1/2025 8:58 AM	File folder
March 28 trial files	2/1/2025 8:58 AM	File folder
Nov 8 hearing	2/1/2025 8:59 AM	File folder
Other Complaints	8/14/2024 8:06 AM	File folder
Presentation	2/1/2025 8:59 AM	File folder
Speed Complaints	2/1/2025 8:59 AM	File folder
Subpoenas	2/1/2025 8:59 AM	File folder
Summons and Complaint	2/1/2025 8:59 AM	File folder
Witnesses	2/1/2025 8:59 AM	File folder
Witnesss Testimony Evidence Presentations	2/1/2025 8:59 AM	File folder

B. Circuit Court

Court documents, motions etc., discovery materials, and the aborted trial presentation. All recorded events that occurred in Circuit Court hearings, the truncated trial, including transcripts both written and audio.



Name	Date modified	Type	Size
Circuit Court Discovery	2/1/2025 8:59 AM	File folder	
Demand for Trial and Instructions (Small Claims) SC-517 forms-download	2/1/2025 8:59 AM	File folder	
Presentation	2/1/2025 8:59 AM	File folder	
Status Hearing	2/1/2025 8:59 AM	File folder	
The Honorable Circuit Count Judge	2/1/2025 8:59 AM	File folder	
Transcripts	2/1/2025 8:59 AM	File folder	
23SC0902 Demand for Trial SC-517_en.pdf	8/22/2024 2:36 AM	Adobe Acrobat Document	54 KB
Addendum to the Plaintiff Courtroom Equipment List Request.pdf	2/3/2024 12:24 PM	Adobe Acrobat Document	187 KB
Appeal a jury trial decision.pdf	8/22/2024 2:29 AM	Adobe Acrobat Document	79 KB
Blank Demand for Trial SC-517_en.pdf	8/22/2024 2:28 AM	Adobe Acrobat Document	53 KB
Case 23SC0902 Court Clerk .msg	8/27/2024 11:29 A...	Outlook Item	23 KB
Completed 23SC0902 Demand for Trial SC-517_en.pdf	2/3/2024 11:38 PM	Adobe Acrobat Document	252 KB
Demand for Trial combined docs.pdf	2/3/2024 11:35 PM	Adobe Acrobat Document	590 KB
judicial assistants.pdf	8/24/2024 7:26 PM	Adobe Acrobat Document	11 KB
Mention of ToS is no longer on current bills.txt	9/5/2024 1:53 PM	Text Document	1 KB
ORDER FOR DISMISSAL (Court Order).pdf	4/28/2024 9:18 AM	Adobe Acrobat Document	1,015 KB
Plaintiff Courtroom Equipment List Request.pdf	2/3/2024 12:23 PM	Adobe Acrobat Document	181 KB
Supplemental Punitive Damages.pdf	8/22/2024 2:38 AM	Adobe Acrobat Document	67 KB
Your honor.msg	8/27/2024 11:28 A...	Outlook Item	27 KB

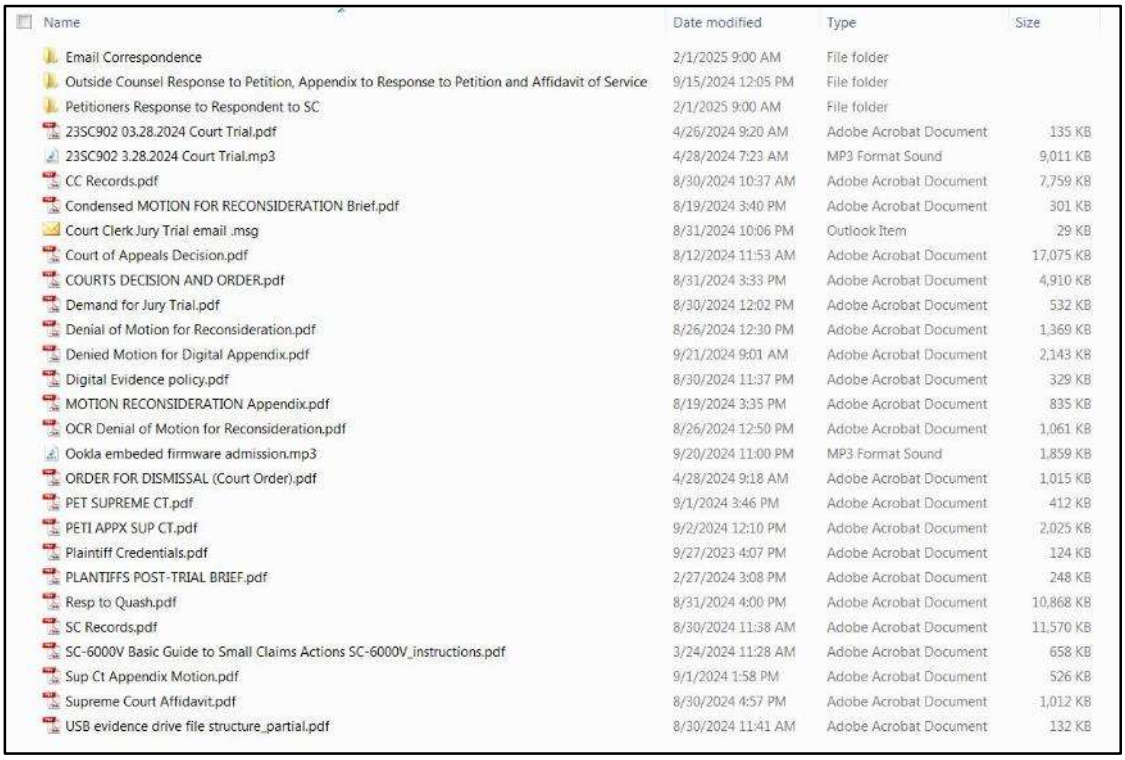
C. Court Of Appeals

Files concerning the Appeals Court Brief, Respondents Response to Appellant Brief, Appellant Response To Respondents Response To The Appellants Brief, and Motion for Reconsideration documents etc.

Name	Date modified	Type	Size
Appendices	2/1/2025 8:59 AM	File folder	
Court of Appeals Decision Aug 7 2024	2/1/2025 9:00 AM	File folder	
Email Correspondence	2/1/2025 9:00 AM	File folder	
03.28.2024 Court Trial Transcript.pdf	4/26/2024 9:44 AM	Adobe Acrobat Document	135 KB
23SC902 03.28.2024 Court Trial.pdf	4/26/2024 9:20 AM	Adobe Acrobat Document	135 KB
23SC902 3.28.2024 Court Trial.mp3	4/28/2024 7:23 AM	MP3 Format Sound	9,011 KB
Appeal response mailing delivery reciept.pdf	7/1/2024 3:02 PM	Adobe Acrobat Document	127 KB
Appeals Court brief final format.pdf	7/8/2024 4:00 PM	Adobe Acrobat Document	1,750 KB
APPELLANT RESPONSE TO RESPONDENTS RESPONSE TO THE APPELLANTS BRIEF.pdf	7/8/2024 4:02 PM	Adobe Acrobat Document	819 KB
caseDetails219726399875139513 7.pdf	8/29/2024 11:48 A...	Adobe Acrobat Document	3 KB
Charpectrum Terms Conditions Acceptance.msg	5/7/2024 6:59 AM	Outlook Item	41 KB
Completed Notice of Appeal CA-120.pdf	4/28/2024 11:42 A...	Adobe Acrobat Document	33 KB
Completed Notice of Reporter Regarding Filing of Transcript CA-135.pdf	4/28/2024 11:41 A...	Adobe Acrobat Document	162 KB
Completed Statement on Transcript CA-130.pdf	4/28/2024 11:41 A...	Adobe Acrobat Document	205 KB
Condensed MOTION FOR RECONSIDERATION Brief.pdf	8/19/2024 3:40 PM	Adobe Acrobat Document	301 KB
Court filings.pdf	6/25/2024 8:23 AM	Adobe Acrobat Document	25,856 KB
Denial of Motion for Reconsideration.pdf	8/26/2024 12:30 PM	Adobe Acrobat Document	1,369 KB
FCC broadband map.pdf	8/22/2024 4:25 PM	Adobe Acrobat Document	158 KB
Guide to Wisconsin Appellate Procedure for the Self-Represented Litigant.pdf	6/10/2024 11:21 A...	Adobe Acrobat Document	675 KB
Invoice_19344967051424_from_UScellular.pdf	5/15/2024 8:48 AM	Adobe Acrobat Document	37 KB
Lady Justice statue.pdf	8/25/2024 10:54 PM	Adobe Acrobat Document	114 KB
MOTION RECONSIDERATION Appendix.pdf	8/19/2024 3:35 PM	Adobe Acrobat Document	835 KB
non-government (law firm) records request resource guide v4_0.pdf	5/15/2024 8:48 AM	Adobe Acrobat Document	237 KB
ORDER FOR DISMISSAL (Court Order).pdf	4/28/2024 9:18 AM	Adobe Acrobat Document	1,015 KB
Receipt_1306_from_UScellular.pdf	5/21/2024 7:57 AM	Adobe Acrobat Document	21 KB
Respondent brief response.pdf	6/25/2024 8:23 AM	Adobe Acrobat Document	330 KB
Respondents Response to Appellant Brief Appendicies Complete.pdf	6/25/2024 8:22 AM	Adobe Acrobat Document	25,856 KB
Respondents Response to Appellant Brief.pdf	6/25/2024 8:22 AM	Adobe Acrobat Document	330 KB

D. Supreme Court

Files covering the Petition for Review, Petition for Review Appendix, and the Appeals Court Denial of Motion for Reconsideration documents, Supreme Court Affidavit, email correspondence etc. (also necessary lower court documents)



Name	Date modified	Type	Size
Email Correspondence	2/1/2025 9:00 AM	File folder	
Outside Counsel Response to Petition, Appendix to Response to Petition and Affidavit of Service	9/15/2024 12:05 PM	File folder	
Petitioners Response to Respondent to SC	2/1/2025 9:00 AM	File folder	
23SC902 03.28.2024 Court Trial.pdf	4/26/2024 9:20 AM	Adobe Acrobat Document	135 KB
23SC902 3.28.2024 Court Trial.mp3	4/28/2024 7:23 AM	MP3 Format Sound	9,011 KB
CC Records.pdf	8/30/2024 10:37 AM	Adobe Acrobat Document	7,759 KB
Condensed MOTION FOR RECONSIDERATION Brief.pdf	8/19/2024 3:40 PM	Adobe Acrobat Document	301 KB
Court Clerk Jury Trial email .msg	8/31/2024 10:06 PM	Outlook Item	29 KB
Court of Appeals Decision.pdf	8/12/2024 11:53 AM	Adobe Acrobat Document	17,075 KB
COURTS DECISION AND ORDER.pdf	8/31/2024 3:33 PM	Adobe Acrobat Document	4,910 KB
Demand for Jury Trial.pdf	8/30/2024 12:02 PM	Adobe Acrobat Document	532 KB
Denial of Motion for Reconsideration.pdf	8/26/2024 12:30 PM	Adobe Acrobat Document	1,369 KB
Denied Motion for Digital Appendix.pdf	9/21/2024 9:01 AM	Adobe Acrobat Document	2,143 KB
Digital Evidence policy.pdf	8/30/2024 11:37 PM	Adobe Acrobat Document	329 KB
MOTION RECONSIDERATION Appendix.pdf	8/19/2024 3:35 PM	Adobe Acrobat Document	835 KB
OCR Denial of Motion for Reconsideration.pdf	8/26/2024 12:50 PM	Adobe Acrobat Document	1,061 KB
Ookla embeded firmware admission.mp3	9/20/2024 11:00 PM	MP3 Format Sound	1,859 KB
ORDER FOR DISMISSAL (Court Order).pdf	4/28/2024 9:18 AM	Adobe Acrobat Document	1,015 KB
PET SUPREME CT.pdf	9/1/2024 3:46 PM	Adobe Acrobat Document	412 KB
PETI APPX SUP CT.pdf	9/2/2024 12:10 PM	Adobe Acrobat Document	2,025 KB
Plaintiff Credentials.pdf	9/27/2023 4:07 PM	Adobe Acrobat Document	124 KB
PLANTIFFS POST-TRIAL BRIEF.pdf	2/27/2024 3:08 PM	Adobe Acrobat Document	248 KB
Resp to Quash.pdf	8/31/2024 4:00 PM	Adobe Acrobat Document	10,868 KB
SC Records.pdf	8/30/2024 11:38 AM	Adobe Acrobat Document	11,570 KB
SC-6000V Basic Guide to Small Claims Actions SC-6000V_instructions.pdf	3/24/2024 11:28 AM	Adobe Acrobat Document	658 KB
Sup Ct Appendix Motion.pdf	9/1/2024 1:58 PM	Adobe Acrobat Document	526 KB
Supreme Court Affidavit.pdf	8/30/2024 4:57 PM	Adobe Acrobat Document	1,012 KB
USB evidence drive file structure_partial.pdf	8/30/2024 11:41 AM	Adobe Acrobat Document	132 KB

This is not just fraudulent billing of a level of service far less that we are paying for and is confirmed by thousands of tests by myself at my location and in the area, but also from reputable professional testing firms like Measurement Lab and including Purdue University. This is also perhaps also advertising fraud, under s. 100.18, Stats.

Based on this data discussed below, Charpectrum knows exactly where they _are_ and where they _are not_ providing service at a level consistent with their advertising and billing for millions of their customers. This includes overcharges that likely run into the millions of dollars for Wiscites.

While I do appreciate the candid admission below and attached, that speed testing firmware exists in ISP provided modem/routers out in the field as Charpectrum CPE, and that speed tester Ookla owns up to this _permission-free_ data harvesting. It is unknown to me if this speed test data collection terminates at the Charpectrum headend (Intranet), or if it actually ends at the Internet IXP where they purchase the megabits that they resell, and push thru their dumb pipes, which come from a from a Tier One provider.

Charpectrum likes to speed test their service (from a cellphone or meter) to their headend in Eau Claire. Why is speed testing 200 miles of the Charpectrum Intranet network to an Eau Claire speed test server or 10 miles to the Charpectrum Two Rivers gateway server any more relevant to me, or anyone for that matter, than a PerfMon test of the 200 feet of my 2.5 Gbps personal Ethernet network cabling inside my house? That test shows me at 2100 Mbps.

Speed testing directly from the router firmware, as Ookla and Cisco (SamKnows) and perhaps others offer, bypass any residential Wi-Fi issues, antivirus interference, and software firewall issues, web browser rendering engine speed variances (Chromium or Gecko engines), and browser extension issues. Browser tests are also reliant on browser timing calls, which can vary depending on the browser and device This direct router testing can run 24x7, because it is automated, can run hourly, and will not run when the network is in use, thereby providing the most accurate results.
https://samknows.cdn.prismic.io/samknows/a773a0d4-5606-4d69-b2dd-5de724e31b7c_ConstantCare.pdf

I would suggest beginning here with filing suit to obtain this, perhaps illegally collected (permission less) data, and move forward from there. You will need to subpoena this data from Charpectrum to make a state wide case and hang them with their own illicitly obtained data.

I will also be providing you with an additional, 90 days minimum, of data from my connection from a reputable outside source in the next few months.

So this is the See Spot Run version of this saga, let me know where we need to go from here. I have so much test data that I am having some difficulty in knowing where to find it all.

Lefty

PS. The next pages outline Lefty's attempts in a preliminary and perhaps quixotic civil class action quest. Also some past practice but not legal precedent against Charpectrum as they typically settle these cases outside of the courtroom.

Possible Class Action Law Suit Firms and Attorneys

No Class Action Lawsuits allowed due to Supreme Court ruling Epic Systems Corp. v. Lewis 584 U.S. ___ (2018) Argued October 2, 2017 Decided May 21, 2018 However, RAMIREZ v. CHARPECTRUM COMMUNICATIONS INC (2024) Supreme Court of California Decided: July 15, 2024 :

"The trial court and the Court of Appeal concluded the arbitration agreement contained unconscionable provisions and declined to enforce it." We too conclude that certain provisions are substantively unconscionable.
https://caselaw.findlaw.com/court/ca-supreme-court/1163782488.html

Class Action participants filed a complaint "on behalf of themselves and all other persons similarly situated" claiming damages

Lefty also tried contacting two Chicago attorneys, involved in the Froedtert web bug class action, via phone and email and got no reply's from either.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, August 03, 2023 5:06 PM

To: 'attorney@almedalawgroup.com'

Subject: Class Action lawsuit

Importance: High

Law Group LLC, Chicago, Illinois

Interested Attorney,

I found your name from the Pixel Settlement docs, to which I am a plaintiff.

I have been involved in a dispute with Charpectrum Communications, Inc. for a couple of years now, regarding their inability to provide me with more than half of their advertised speed via their Charpectrum Internet service on the 400, 500, and 1000 Mbps speed tiers. Two years ago at the 400 level I got them to temporarily reduce my monthly rate.

Now they refuse to acknowledge their deficiencies despite my near 2000 speed test results.

I am interested in the possibility of initiating a Class Action lawsuit against them on behalf of the Charpectrum Internet subscribers in the State of Wisc.

Is this the type of work you do, and would you be interested in discussing this further?

Thank you for your time,

Lefty Insider

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, August 03, 2023 5:06 PM

To: 'attorney@mcb.com'

Subject: Class Action lawsuit

Importance: High

MCB LLC,

Chicago, IL

Interested Attorney,

I found your name researching the Pixel Settlement docs, to which I am a plaintiff.

I have been involved in a dispute with Charpectrum Communications, Inc. for a couple of years now, regarding their inability to provide me with more than half of their advertised speed via their Charpectrum Internet service on the 400, 500, and 1000 Mbps speed tiers. Two years ago at the 400 level I got them to temporarily reduce my monthly rate.

Now they refuse to acknowledge their deficiencies despite my near 2000 speed test results.

I am interested in the possibility of initiating a Class Action lawsuit against them on behalf of the Charpectrum Internet subscribers in the State of Wisc.

Is this the type of work you do, and would your be interested in discussing this further?

Thank you for your time,

Lefty Insider

CHAPTER TWO – DATCP (Part Two)

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Sunday, September 22, 2024 11:20 AM

To: Consumer Protection Supervisor DATCP' DATCP@wisc.gov

Subject: Data evidence Executive Summary info

Consumer Protection Supervisor,

I did find the document that I was looking for regarding my identification and interactions with 26 Charpectrum employees, in an effort for the court to allow me four witnesses out of this list of twenty-six.

This might not be helpful but it was bothering me, OCD, and all.

The other has testing info that might add value.

They are attached,

Lefty

PS. The last Charpectrum tech that was here in June, (from the Sturgeon Bay office) admitted to me after a couple of hours of me pounding him with facts, that it is not fair or correct for Charpectrum to speed test to Eau Claire because that is in fact the Charpectrum Intranet network and not the actual Internet, and that he would consider this to be false advertising by Charpectrum. His words, not mine. *Out the mouths of babes.*

Some backstory, the rookie tech showed up for a speed complaint with a nonworking test meter. I asked him to use his laptop and he said that only Level 5 techs get them. So he called a level 5 tech, to test with his working meter. I asked him to use his laptop instead and he said that he didn't have one, to which the first tech replied that not all Level 5 techs have them. They then tested my speed to Eau Claire, would not let me see the result, and pronounced it to be OK.

My BS detector was flashing bright red at this point.

So adding the two newest techs to come to my house, the list is 28 now, with some multiple participants. I've had as many as three Charpectrum vans parked in front of my house at the same time.

Attachments: Plaintiffs Post-Trial Brief.Pdf, Plaintiff's Combined Response Brief In Opposition.Pdf

From: Consumer Protection Supervisor- DATCP [mailto:datcp@wisc.gov]

Sent: Wednesday, September 25, 2024 8:02 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Data evidence Executive Summary info

Good Morning,

Just an update: I am reviewing the document and materials you sent. I am finding it helpful and I will have follow up questions for you soon. Some areas are much more what we would focus on than other areas (based on the scope of consumer protection.) I will have more information and questions soon.

Sincerely,

Consumer Protection Supervisor

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, September 30, 2024 4:36 AM

To: Consumer Protection Supervisor DATCP' DATCP@wisc.gov

Subject: Actionable data regardless of perceived accuracy

Consumer Protection Supervisor,

See attached recent test data. Except for the Charpectrum Intranet test to Eau Claire, these are the best tests that the experts run.

Two computer form factors, three computer brands, three OS's, two network adaptor speeds, and two different browsers.

Average download speeds in order are:

426.8 Mbps

586.4 Mbps

567.6 Mbps

443 Mbps

So the average on my computer network is 505.95 Mbps.

Like I have been saying for three or more years, I am getting half of what I am paying for regardless of which of the six speed tiers I have been on.

Lefty

Attachment: Actionable data regardless of perceived accuracy.pdf

Network: Netgear Nighthawk RAXE500 2.5 Gbps router, 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)

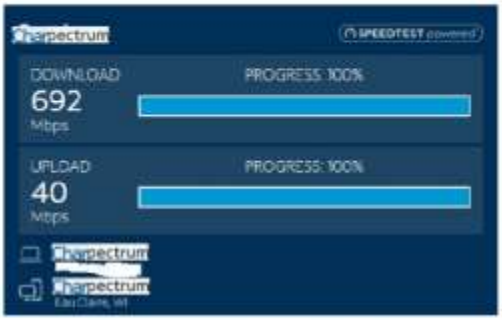
	NDT	MSAK
Test Server	Chicago, US	Chicago, US
Download	603.20 Mb/s	244.42 Mb/s
Upload	39.21 Mb/s	36.92 Mb/s
Latency	28 ms	34 ms
Retransmission	0.00%	1.34%

https://www.spectrum.com/internet/speed-test https://speed.measurementlab.net/#/

https://www.waveform.com/tools/bufferbloat?test-id=4833b25b-1669-49df-9b87-f7d145b01ac4 https://speed.cloudflare.com/

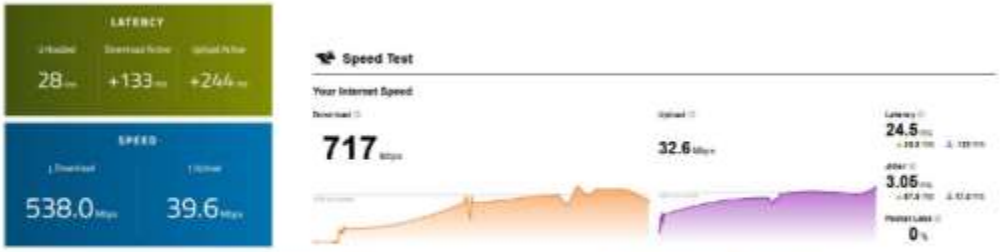
Client: HP ZBook G3 workstation laptop Windows 11, 2.5 Gbps adaptor, Brave Browser
Charter/Spectrum 1000 Mbps speed tier, September 24, 2024 (hyperlinks are active)

Network: Netgear Nighthawk RAXE500 2.5 Gbps router, 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)



	NDT	MSAK
Test Server	Chicago, US	Chicago, US
Download	485.51 Mb/s	499.99 Mb/s
Upload	36.90 Mb/s	33.58 Mb/s
Latency	35 ms	34 ms
Retransmission	0.00%	0.00%

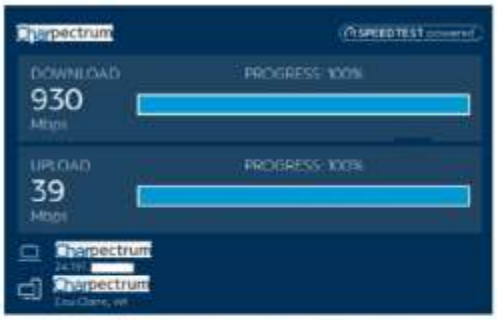
https://www.spectrum.com/internet/speed-test https://speed.measurementlab.net/#/



https://www.waveform.com/tools/bufferbloat https://speed.cloudflare.com/

Client: Dell Latitude 3150 laptop Windows 10 22H2, 1 Gbps network adaptor, Firefox Browser
Charter/Spectrum 1000 Mbps speed tier, September 29, 2024 (hyperlinks are active)

Network: Netgear Nighthawk RAXE500 2.5 Gbps router, 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)

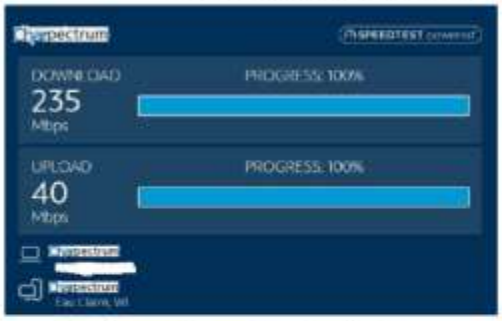


https://www.charpectrum.com/internet/speed-test https://speed.measurementlab.net/#/

https://www.waveform.com/tools/bufferbloat https://speed.cloudflare.com/

Client: Core i7 desktop Linux Mint 21.2 Victoria, 1 Gbps network adaptor, Firefox Browser
Charter/Spectrum 1000 Mbps speed tier, September 30, 2024 (hyperlinks are active)

Network: Netgear Nighthawk RAXE500 2.5 Gbps router, 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)



https://www.spectrum.com/internet/speed-test https://speed.measurementlab.net/#/

https://www.waveform.com/tools/bufferbloat https://speed.cloudflare.com/

Client: Core i7 desktop Windows 7 Ultimate, 2.5 Gbps network adaptor, Firefox Browser
Charter/Spectrum 1000 Mbps speed tier, September 30, 2024 (hyperlinks are active)

From: Consumer Protection Supervisor - DATCP [mailto: Consumer Protection Supervisor DATCP@wisc.gov]

Sent: Tuesday, October 01, 2024 1:15 PM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Actionable data regardless of perceived accuracy

Good Afternoon,

I am reviewing your materials, and I believe I have a good understanding of your argument, especially related to representing Internet speeds and not achieving them.

I have some questions related to scope. Specifically:

Do you have any data showing this affects uses who do not get gigabit service? Specifically, do you have data demonstrating that Charpectrum is throttling or not giving advertised speeds to those on 300 mb, 100 mb or 50 mb speeds, or the like? Or are they just coming up short on Gigabit service?

Secondly, with the first question in mind, how many users do you think are affected by the situation you are presenting. I am looking for a conservative estimate – so not "as many as" but rather "at least," and please add any information that justifies your reasoning for scope.

Thank you for your help in answering these questions!

Sincerely,

Consumer Protection Supervisor

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, October 01, 2024 3:28 PM

To: Consumer Protection Supervisor, DATCP

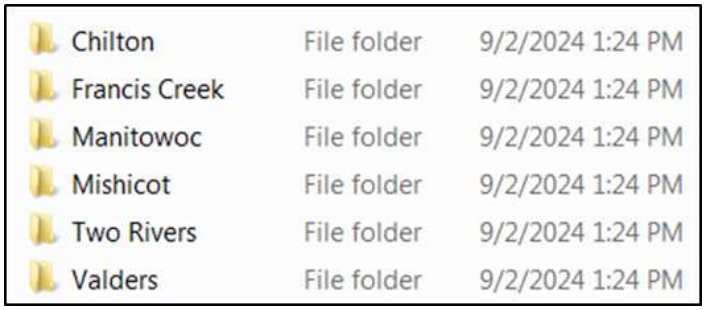
Subject: RE: Actionable data regardless of perceived accuracy

Consumer Protection Supervisor,

Thought you should probably have this as well.

Lefty

Attachment: Broadband Testing. Zip (17MB)


Chilton File folder 9/2/2024 1:24 PM
Francis Creek File folder 9/2/2024 1:24 PM
Manitowoc File folder 9/2/2024 1:24 PM
Mishicot File folder 9/2/2024 1:24 PM
Two Rivers File folder 9/2/2024 1:24 PM
Valders File folder 9/2/2024 1:24 PM

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Monday, October 7, 2024 7:09 AM

To: 'Consumer Protection Supervisor DATCP' DATCP@wisc.gov

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject**:** FW: Internet Quality from AS20115 and AS10796

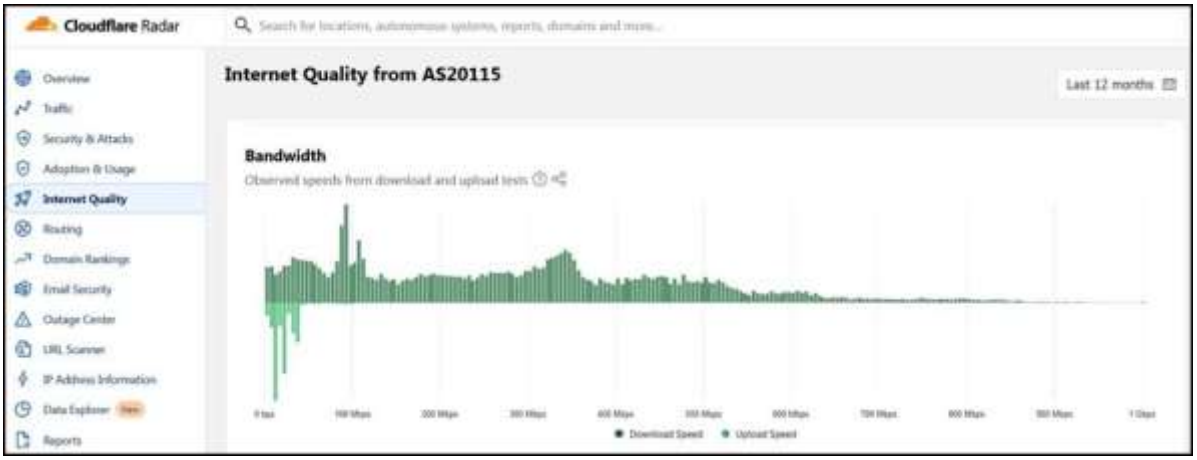
CAUTION: This email originated from outside the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

If you scroll down on the AS links below you will see something like this, which indicates that pretty much no one in this ASN is getting gigabit download speeds for the past year.

The download averages appear to be in the 200-300 Mbps range.

Lefty



https://radar.cloudflare.com/quality/us?dateRange=52w

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Sunday, October 06, 2024 11:18 AM

To: Consumer Protection Supervisor, DATCP

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

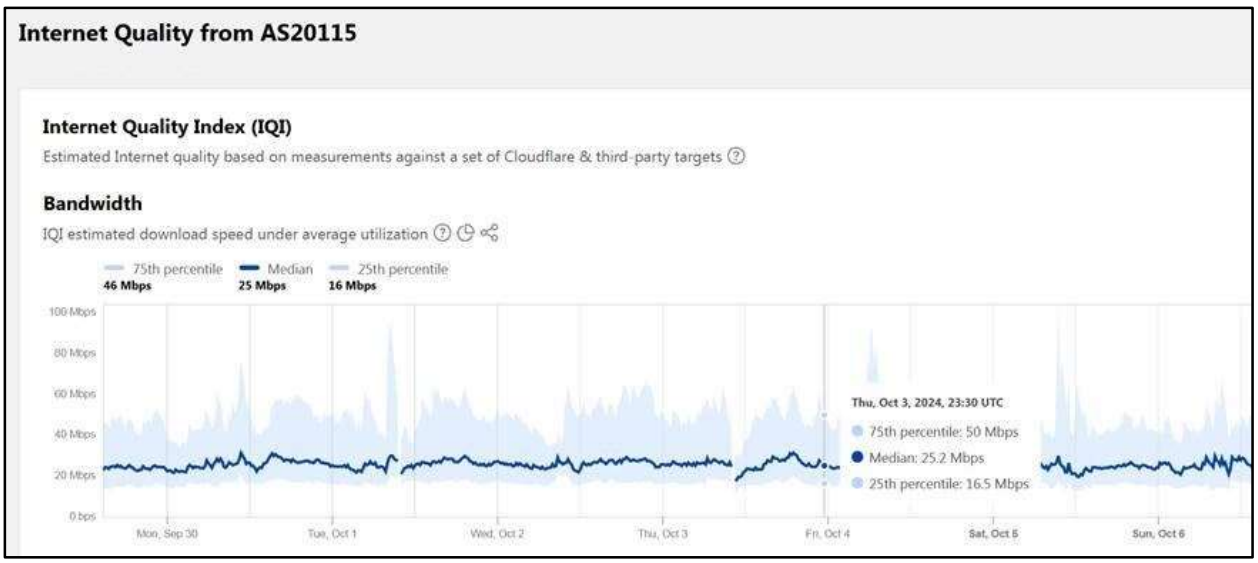
Subject: Internet Quality from AS20115 and AS10796

Consumer Protection Supervisor,

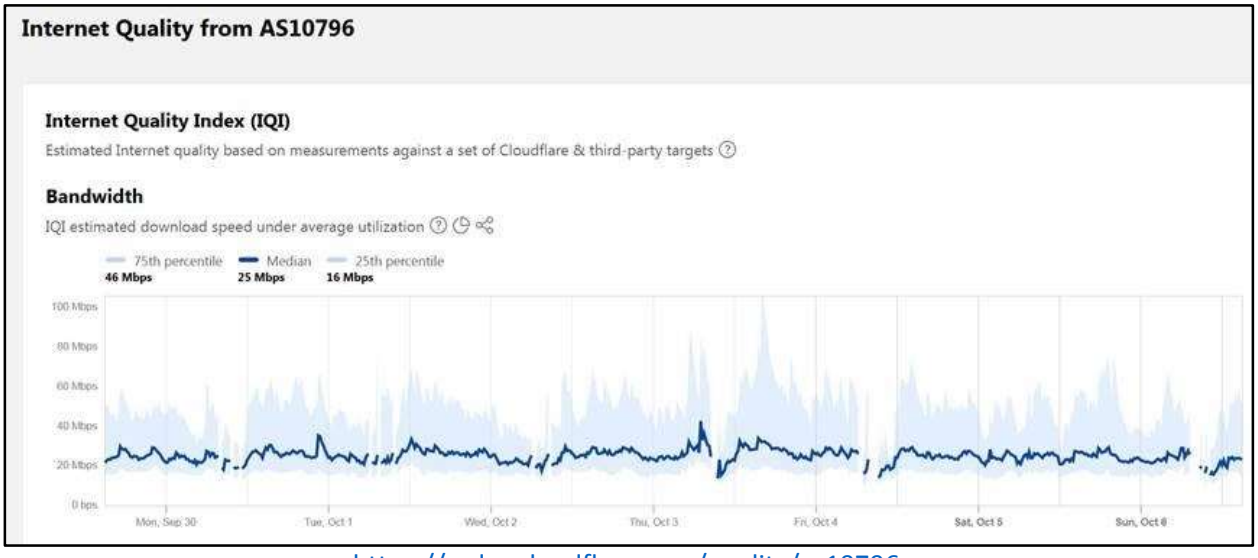
This very recent data is not available by state but only by region.

I have included an additional Midwest ASN below.

Lefty



https://radar.cloudflare.com/quality/as20115



https://radar.cloudflare.com/quality/as10796

Cloudflare, Inc. is an American company that provides content delivery network services, cloud cybersecurity, DDoS mitigation, wide area network services, reverse proxies,etc.

Visible ASNs: Customer Populations (Est.)

Rank	ASN	AS Name	CC	Users (est.)	% of country	% of Internet	Samples
81	AS10796	TWC-10796-MIDWEST	US	7,913,975	3.06	0.188	4,890,534

So an additional eight million Midwest customers here.

From: Consumer Protection Supervisor DATCP@wisc.gov]

Sent: Monday, October 07, 2024 8:36 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Internet Quality from AS20115 and AS10796

Good Morning Lefty,

Allow me to catch you up on our progress. So far, we have not been able to conclusively determine that the scope of this issue concerns anyone beyond you, or at most people with Gigabit service in your limited geographical area.

Anecdotally, in my own time I have done tests using the tests you suggested. No test was done with gigibit service, however my test showed expected speeds across all testing platforms.

Reports you have submitted about file downloads from Microsoft or others are inconclusive, because those downloads may be limited by the companies hosting the files.

Also, the reports you listed below appear to include users who are not gigibit subscribers. It would be expected that those who do not subscribe to gigibit service would not receive those speeds.

Please know that my criticism of your data is not meant to attack the quality of work you have done. I am being critical of your work because I need to justify that Charpectrum's actions are such that DATCP would find it necessary to take resources away from investigating other consumer protection issues and devote them to this. To this point, I have not seen any data that suggests I would be able to do that.

You are welcome to send me other data or reports that you think would be helpful to share. At this point, I don't think phone calls are necessary.

Sincerely,

Consumer Protection Supervisor

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Department of Agriculture, Trade and Consumer Protection

And then a reasonable response to these nonsensical, disingenuous, and factually unsupported statements:

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Monday, October 07,2024 10:07AM

To: 'Consumer Protection Supervisor DATCP' DATCP@wisc.gov

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: RE: Internet Quality from AS20115 and AS10796

"So far, we have not been able to conclusively determine that the scope of this issue concerns anyone beyond you"

Consumer Protection Supervisor,

So this is what Charpectrum has been saying for six years, three routers, six modems, four operating systems, six computer form factors, and a dozen of my computers. That includes dozens of technician visits, a few hundred emails, and a dozen or so hours of technical support phone calls, hours of conversations with their primary network engineers, and discussions/negotiations with Charpectrum State VP's of Operations.

I am not sure why you are getting hung up on gigabit service, these issues are with all the speed tiers that I have subscribed to since 2018, including 100, 200, 300, 400, 500, and 1000 Mbps.

Most people do not in fact have gigabit service it is true, but yet are not receiving billed speeds mostly at the standard 300 Mbps speed tier with far less than that actually delivered.

The broadband testing zip file I sent you, attached again, clearly shows others in cities, villages, and towns all around this county who are being impacted.

This is also reflected in the PowerPoint Presentation.pdf that I sent you.

Please unzip these files and review them, including the specific page numbers that I have identified.

I like to deal with facts and scientific evidence, so to suggest that Microsoft or Google are throttling my speeds is not factually supported as a credible contention.

"Anecdotally, in my own time I have done tests using the tests you suggested. No test was done with gigabit service, however my test showed expected speeds across all testing platforms." "Please know that my criticism of your data is not meant to attack the quality of work you have done."

I go through quite a bit of effort to scientifically show you my homework, including links to source information, but you do not think that you need to respect my work enough to show me yours and not just tell me.

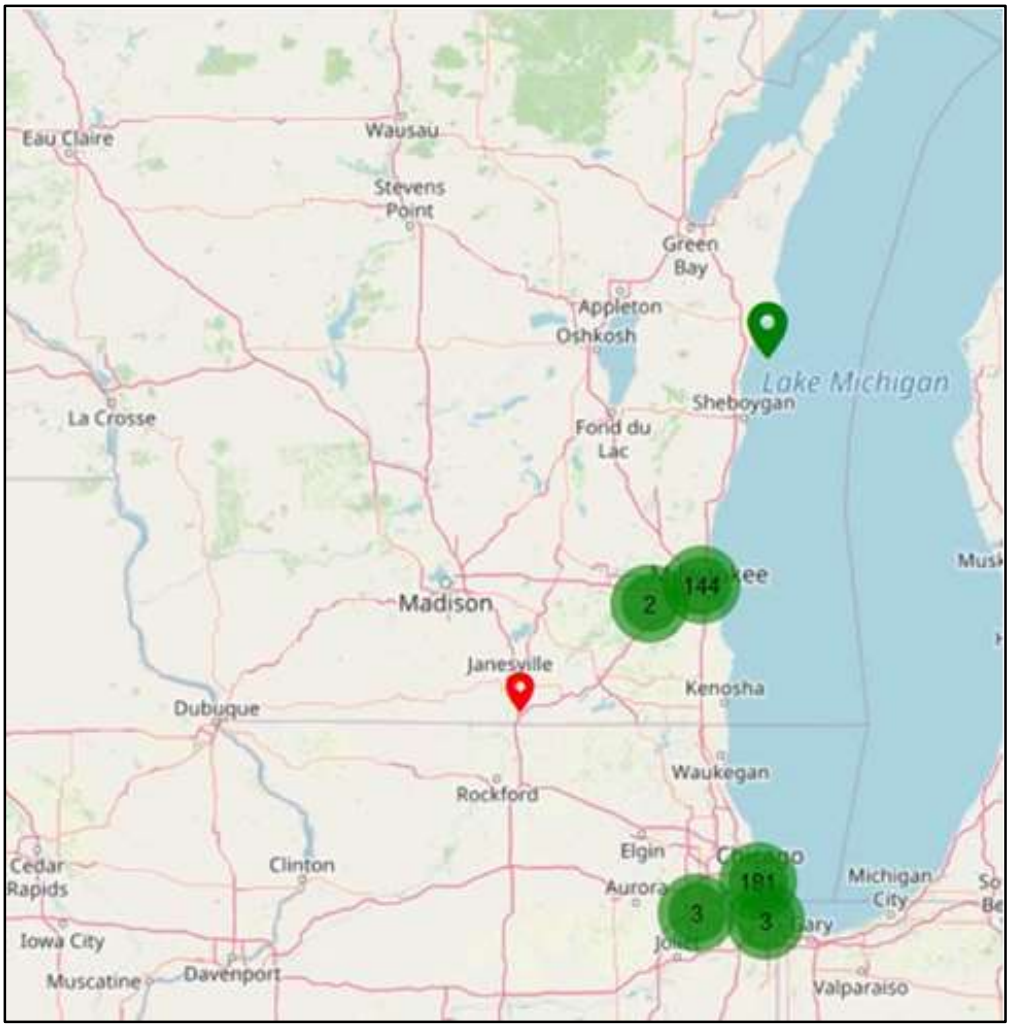
Disappointed,

Lefty

PS. I continue to do alternate testing with a Univ. of Chicago FLOTO device installed in my network as below:

One preliminary test shows 800 Mbps to the Charpectrum Eau Claire speed test server, and 100 Mbps to the actual Internet backbone IXP in Chicago.

More specific and comprehensive data will follow soon, and continue for the next 90 days or so. This will likely include data streams from other parts of Wisc.



FLOTO test locations

From: Consumer Protection Supervisor – DATCP DATCP@wisc.gov]

Sent: Tuesday, October 08, 2024 8:42 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Internet Quality from AS20115 and AS10796

Good Morning,

As I stated I would, I am providing you with the skepticism you need to overcome in order to advance your case. Responding with defensiveness and a mass email doesn't help your cause. Instead, let's focus on clarifications.

Please explain how you gathered the customer data that you attached, and how you controlled for other factors, including their Internet subscription levels, hardware, and network limitations, including any self-imposed limitations. The data you provided shows a lot of Internet speed tests in different areas, but doesn't tell me anything about what the actual speed should be.

My goal here isn't to argue, it's to explain what hurdles need to be overcome for us to continue. I will give you every opportunity to do that.

Thank you!

Sincerely,

Consumer Protection Supervisor

Having already explained that the customer CPE was Charpectrum supplied, (and in many cases the router had the default username and passwords) and then also including screenshots showing what service was being advertised in that specific c community, I do not know what else I can say to get this into his head.

He had already been told repeatedly that all of this *remote* location testing was done with the same Windows 10, MS Surface Pro tablet, with Wi-Fi 6, in public locations. I could not realistically ask these places to allow me to hardwire jack into their networks, as much as I would have liked to, or I would get thrown out of the joint. Or perhaps this obstruction was all just about bureaucratic phony disingenuousness to string me along and frustrate me.

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Thursday, October 10, 2024 4:59 PM

To: 'Consumer Protection Supervisor DATCP' DATCP@wisc.gov

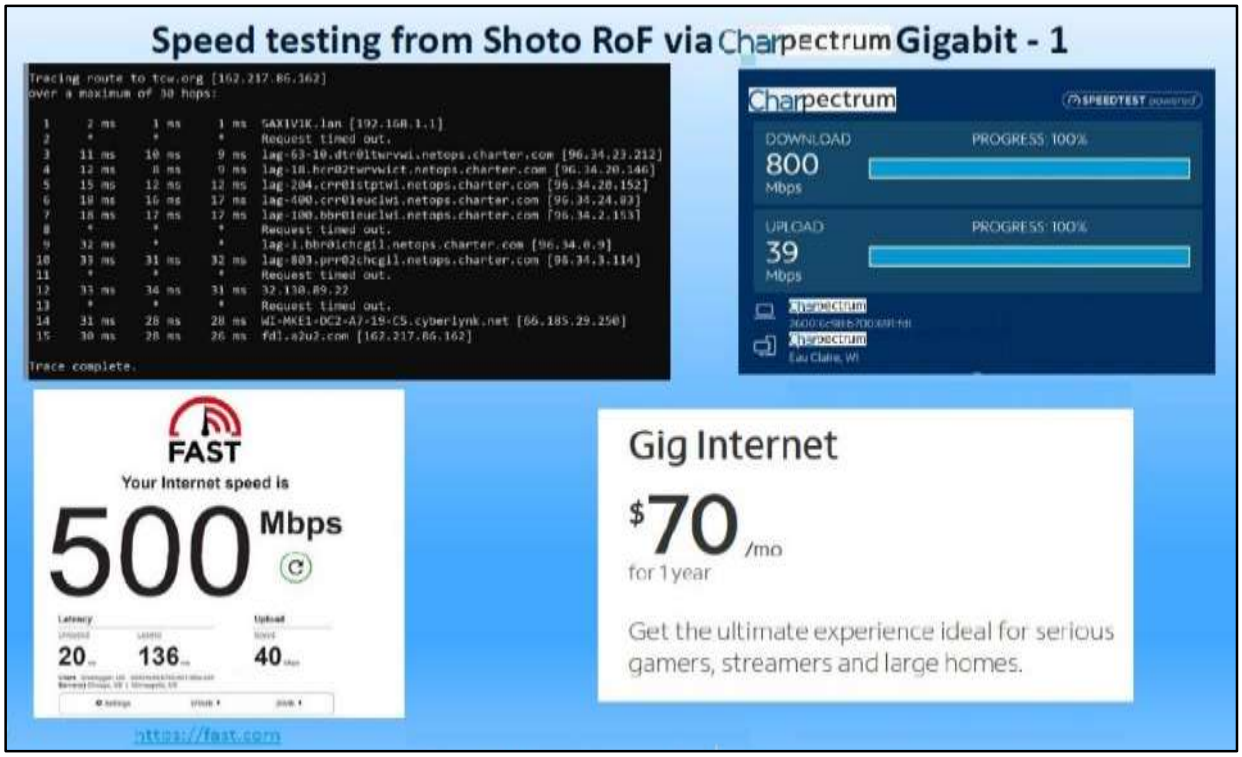
Subject: Additional local testing

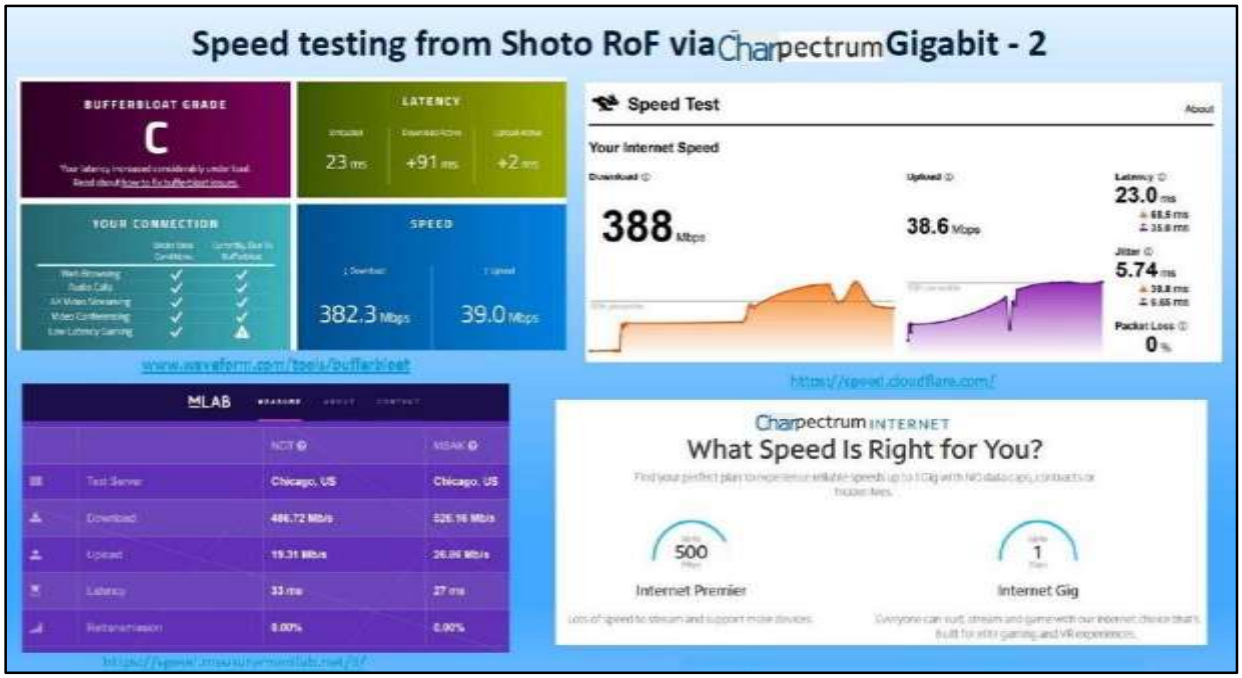
Consumer Protection Supervisor,

You wanted me to find another rare unicorn with gigabit service to speed test?

Well hunting was good today, my friend, as here is one set of tests at a business location with Gigabit service in the Town of Two Rivers.

Lefty


Speed testing from Shoto RoF via Charpectrum Gigabit - 1
Tracing route to tcw.org [162.217.86.162]
over a maximum of 30 hops:
1 2 ms 1 ms 1 ms SAXIVIK.lan [192.168.1.1]
2 * * * Request timed out.
3 11 ms 10 ms 9 ms lag-63-10.dtr01twrvwi.netops.charter.com [96.34.23.212]
4 12 ms 8 ms 9 ms lag-18.hcr02twrvwict.netops.charter.com [96.34.20.146]
5 15 ms 12 ms 12 ms lag-204.crr01stptwi.netops.charter.com [96.34.20.152]
6 18 ms 16 ms 17 ms lag-400.crr01euclwi.netops.charter.com [96.34.24.83]
7 18 ms 17 ms 17 ms lag-100.bbr01euclwi.netops.charter.com [96.34.2.153]
8 * * * Request timed out.
9 32 ms * * lag-1.bbr01chcgil.netops.charter.com [96.34.0.9]
10 33 ms 31 ms 32 ms lag-803.prr02chcgil.netops.charter.com [96.34.3.114]
11 * * * Request timed out.
12 33 ms 34 ms 31 ms 32.130.89.22
13 * * * Request timed out.
14 31 ms 28 ms 28 ms WI-MKE1-DC2-A7-19-C5.cyberlynk.net [66.185.29.250]
15 30 ms 28 ms 26 ms fdl.a2u2.com [162.217.86.162]
Trace complete.
Charpectrum
SPEEDTEST powered
DOWNLOAD
800
Mbps
PROGRESS: 100%
UPLOAD
39
Mbps
PROGRESS: 100%
Charpectrum
Eau Claire, WI
FAST
Your Internet speed is
500 Mbps
Latency
20
136
Upload
40
https://fast.com
Gig Internet
$70 /mo
for 1 year
Get the ultimate experience ideal for serious gamers, streamers and large homes.


Speed testing from Shoto RoF via Charpectrum Gigabit - 2
BUFFERBLOAT GRADE
C
LATENCY
23 ms
+91 ms
+2 ms
YOUR CONNECTION
SPEED
382.3 Mbps
39.0 Mbps
www.waveform.com/tools/bufferbloat
Speed Test
About
Your Internet Speed
Download
388 Mbps
Upload
38.6 Mbps
Latency
23.0 ms
Jitter
5.74 ms
Packet Loss
0 %
https://speed.cloudflare.com/
MLAB
NDT
MSAK
Test Server
Chicago, US
Chicago, US
Download
Upload
Latency
33 ms
27 ms
Retransmission
0.00%
0.00%
Charpectrum INTERNET
What Speed Is Right for You?
500
Internet Premier
1
Internet Gig

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Friday, October 18, 2024 4:30 PM

To: 'Consumer Protection Supervisor DATCP' DATCP@wisc.gov

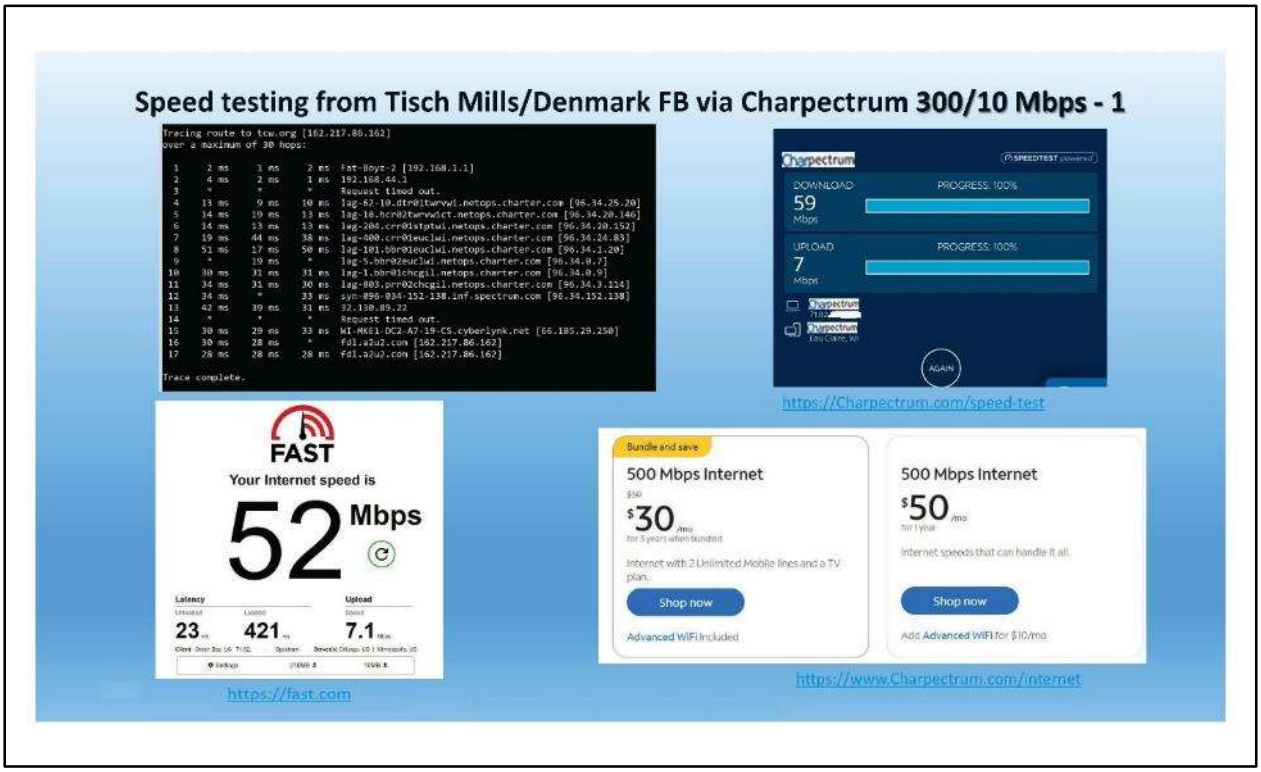
Subject: Additional Rural Speed Testing

Consumer Protection Supervisor,

None of this is good for Wiscites.

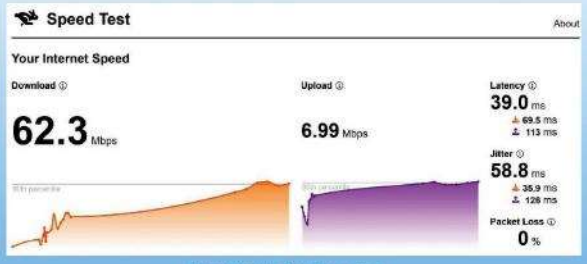
Lefty

Attachment: Additional Rural Speed Testing.pdf

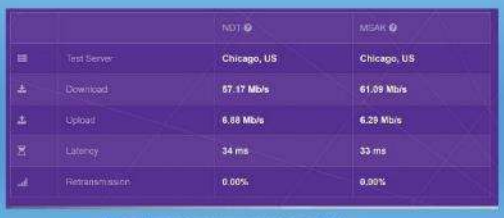


Speed testing from Tisch Mills/Denmark FB via Charpectrum 300/10 Mbps - 2

www.waveform.com/tools/bufferbloat



https://speed.cloudflare.com/

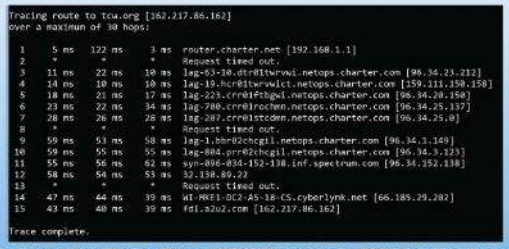


https://speed.measurementlab.net/#/

Charpectrum BUSINESS INTERNET
Get Fast Business Internet for Denmark, WI
Charpectrum Business Internet delivers fast and reliable download speeds.§ Get the speed your business needs with your choice of 300 Mbps, 600 Mbps, or Gig speed at 1 Gbps.□
✓ Fast, reliable 300 Mbps starting speeds

https://www.Charpectrum.com/business/service/wisconsin/denmark

Speed testing from Maribel Gdy's via Charpectrum 300/10 Mbps - 1


Tracing route to tcu.org [162.217.86.162]
over a maximun of 30 hops:
1 5 ms 122 ms 3 ms router.charter.net [192.168.1.1]
2 * * * Request timed out.
3 11 ms 22 ms 10 ms lag-63-10.dtr01twrvwi.netops.charter.com [96.34.23.212]
4 14 ms 10 ms 10 ms lag-19.ihcr01twrvwlct.netops.charter.com [159.111.158.158]
5 18 ms 21 ms 17 ms lag-223.crr01fsbgwi.netops.charter.com [96.34.20.150]
6 23 ms 22 ms 34 ms lag-780.crr01rochmn.netops.charter.com [96.34.25.137]
7 28 ms 26 ms 28 ms lag-287.crr01stcdmn.netops.charter.com [96.34.25.0]
8 * * * Request timed out.
9 59 ms 53 ms 58 ms lag-1.bbr02chcgil.netops.charter.com [96.34.3.140]
10 59 ms 55 ms 55 ms lag-804.prr02chcgil.netops.charter.com [96.34.3.123]
11 55 ms 56 ms 62 ms syn-096-034-152-138.inf.spectrum.com [96.34.152.138]
12 58 ms 54 ms 53 ms 32.130.89.22
13 * * * Request timed out.
14 47 ms 44 ms 39 ms WI-MKE1-DC2-A5-18-CS.cyberlynk.net [66.185.29.202]
15 43 ms 40 ms 39 ms fd1.a2u2.com [162.217.86.162]
Trace complete.

Routing change Two Rivers, WI to a FTBGWI" stands for "Fifth Tier Backbone Gateway Interface (secret location unknown but probably Eau Claire) to Rochester, MN to St. Cloud, MN to Chicago and then Milwaukee. A long and winding road for sure.

https://Charpectrum.com/speed-test

https://www.hostingsupport.io

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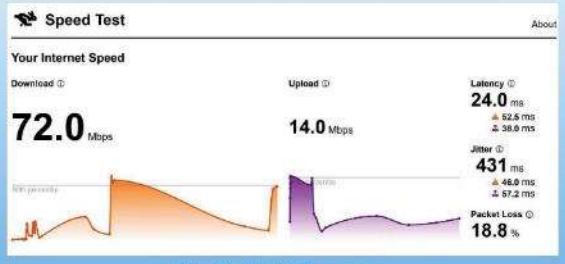
Charpectrum Business Internet delivers fast and reliable download speeds.§ Get the speed your business needs with your choice of 300 Mbps, 600 Mbps, or Gig speed at 1 Gbps.□
✓ Fast, reliable 300 Mbps starting speeds

https://www.Charpectrum.com/business/service/wisconsin/maribel

Speed testing from Maribel Gdy's via Charpectrum 300/10 Mbps – 2

Router has Charpectrum CPE router default U/N and Password left unsecure and open to hacking by the Charpectrum tech

www.waveform.com/tools/bufferbloat



https://speed.cloudflare.com/

	NDT	MSAK
Test Server	Chicago, US	Chicago, US
Download	18.29 Mb/s	59.64 Mb/s
Upload	5.84 Mb/s	10.59 Mb/s
Latency	40 ms	40 ms
Retransmission	6.83%	4.82%

https://speed.measurementlab.net/#/

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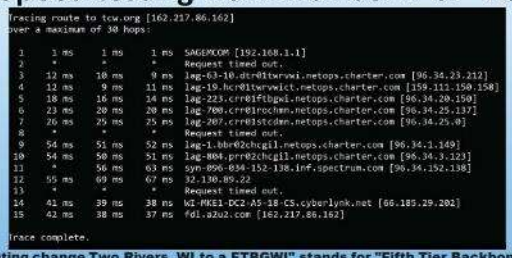
400 Mbps Internet
$49.99/mo

https://www.Charpectrum.com/business

Speed testing from Maribel B-UP via Charpectrum 300/10 Mbps - 1

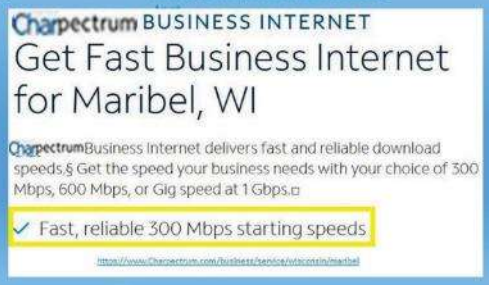


```
Tracing route to tcw.org [162.217.86.162]
over a maximum of 30 hops:

  1    3 ms    1 ms    1 ms  SAGEMCOM [192.168.1.1]
  2    *       *       *     Request timed out.
  3   12 ms   10 ms    9 ms  lag-63-10.dtr01twrvwi.netops.charter.com [96.34.23.212]
  4   12 ms    9 ms   11 ms  lag-19.hcr01twrvwict.netops.charter.com [159.111.150.158]
  5   18 ms   16 ms   14 ms  lag-223.crr01ftbgwi.netops.charter.com [96.34.20.150]
  6   23 ms   20 ms   20 ms  lag-700.crr01rochmn.netops.charter.com [96.34.25.137]
  7   26 ms   25 ms   25 ms  lag-207.crr01stcdmn.netops.charter.com [96.34.25.0]
  8    *       *       *     Request timed out.
  9   54 ms   51 ms   52 ms  lag-1.bbr02chcgil.netops.charter.com [96.34.1.149]
 10   54 ms   50 ms   51 ms  lag-804.prr02chcgil.netops.charter.com [96.34.3.123]
 11    *      56 ms   63 ms  syn-096-034-152-138.inf.spectrum.com [96.34.152.138]
 12   55 ms   69 ms   67 ms  32.130.89.22
 13    *       *       *     Request timed out.
 14   41 ms   39 ms   38 ms  WI-MKE1-DC2-AS-18-CS.cyberlynk.net [66.185.29.202]
 15   42 ms   38 ms   37 ms  fdl.a2u2.com [162.217.86.162]

Trace complete.
```

Routing change Two Rivers, WI to a FTBGWI" stands for "Fifth Tier Backbone Gateway Interface (secret location unknown but probably Eau Claire) to Rochester, MN to St. Cloud, MN to Chicago and then Milwaukee. A long and winding road for sure.

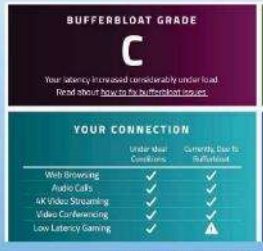
https://Charpectrum.com/speed-

https://www.hoistingsupport.io

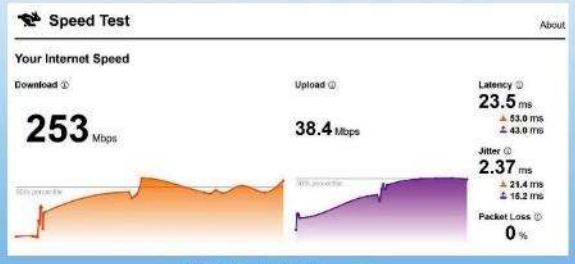

Charpectrum BUSINESS INTERNET
Get Fast Business Internet for Maribel, WI
CharpectrumBusiness Internet delivers fast and reliable download speeds.§ Get the speed your business needs with your choice of 300 Mbps, 600 Mbps, or Gig speed at 1 Gbps.□
✓ Fast, reliable 300 Mbps starting speeds

Speed testing from Maribel B-UP via Charpectrum 300/10 Mbps – 2

Router has Charpectrum CPE router default U/N and Password left unsecure and open to hacking by the Charpectrum tech



www.waveform.com/tools/bufferbloat



https://speed.cloudflare.com/

		NDT	MSAK
	Test Server	Chicago, US	Chicago, US
	Download	291.20 Mb/s	293.82 Mb/s
	Upload	36.20 Mb/s	36.86 Mb/s
	Latency	29 ms	28 ms
	Retransmission	6.48%	6.15%

https://speed.measurementlab.net/#/

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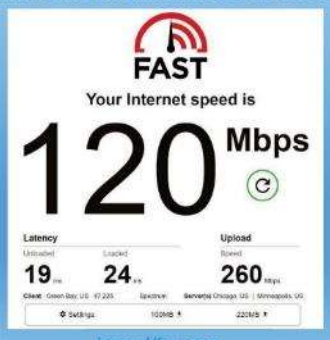
https://www.Charpectrum.com/business

Speed testing from Denmark FB via Charpectrum Business 300/300 Mbps - 1

```
Tracing route to tcw.org [162.217.86.162]
over a maximum of 30 hops:

  1     1 ms     1 ms     1 ms  setup.ubnt.com [192.168.1.1]
  2     4 ms     2 ms     2 ms  syn-047-225-235-081.biz.spectrum.com [47.225.235.81]
  3    12 ms    11 ms    10 ms  syn-065-189-180-243.biz.spectrum.com [65.189.180.243]
  4    12 ms    15 ms    11 ms  syn-067-052-005-114.biz.spectrum.com [67.52.5.114]
  5    12 ms    10 ms    10 ms  WI-MKE1-DC2-A7-19-CS.cyberlynk.net [66.185.29.254]
  6    12 ms    10 ms    10 ms  fdl.a2u2.com [162.217.86.162]

Trace complete.
```

Six hops, low latency, no long and winding path via Eau Claire. Direct to Chicago and then Milwaukee. Erratic down and up speeds however.



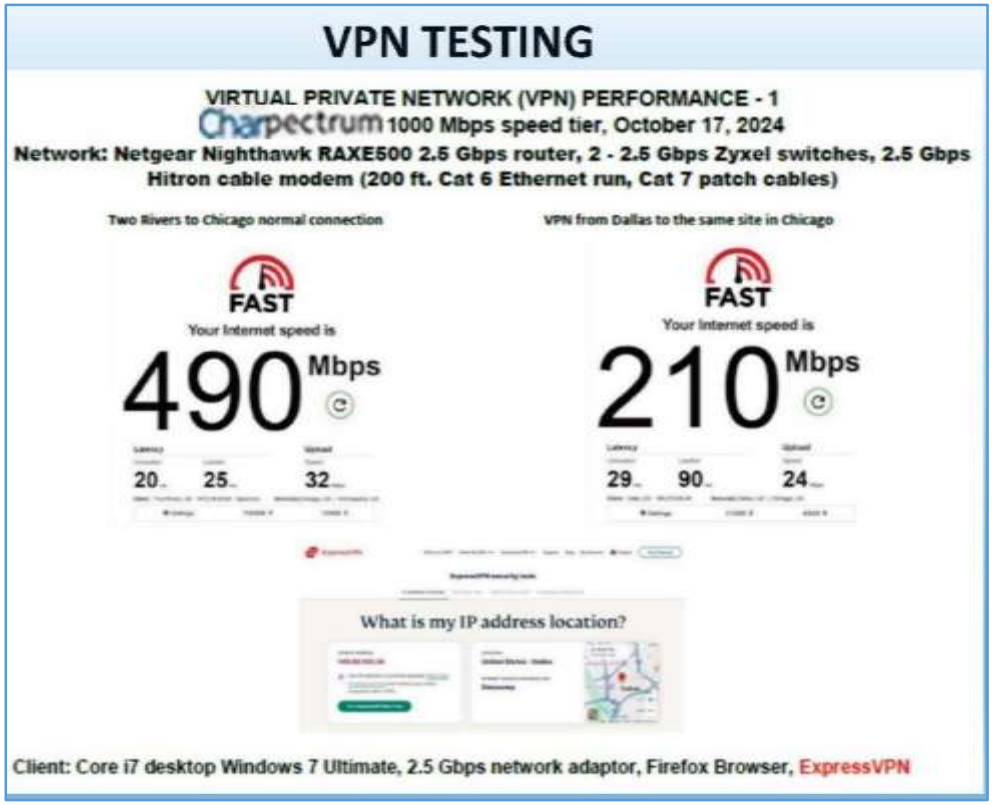
https://fast.com

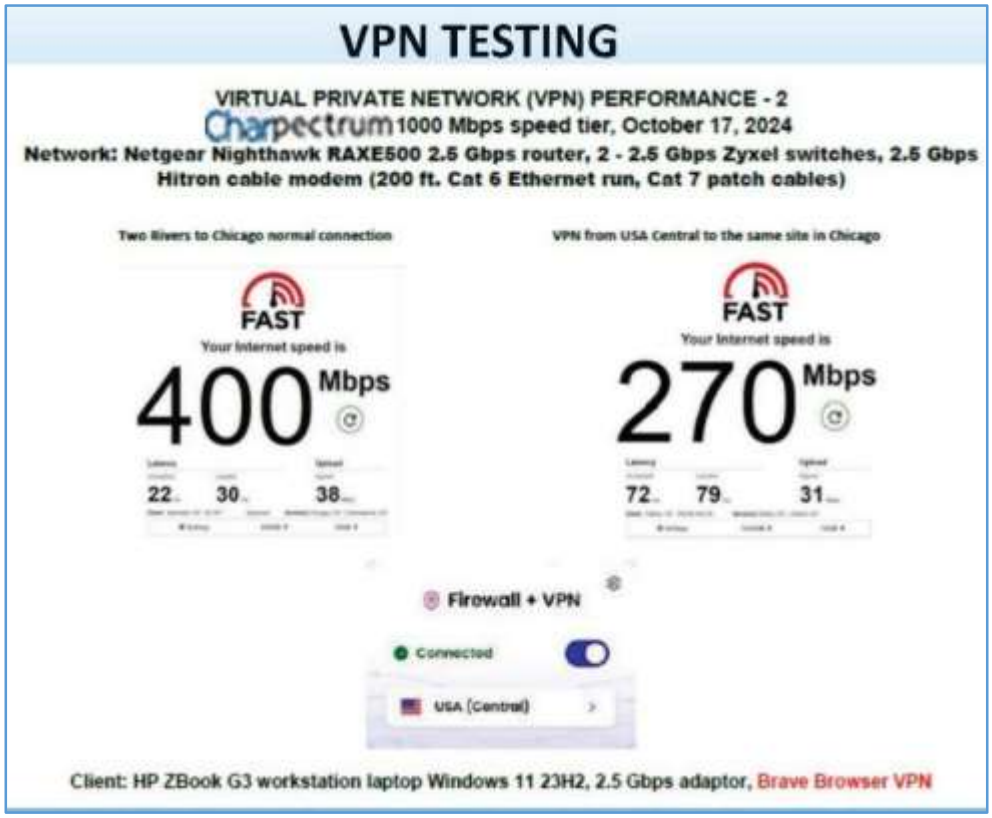
https://Charpectrum.com/speed-

		NDT	MSAK
	Test Server	Chicago, US	Chicago, US
	Download	247.11 Mb/s	187.48 Mb/s
	Upload	265.97 Mb/s	184.66 Mb/s
	Latency	28 ms	18 ms
	Retransmission	1.92%	2.57%

https://speed.measurementlab.net/#/

Speed testing from Denmark FB via Charpectrum Business 300/300 Mbps - 2
BUFFERBLOAT GRADE
D
LATENCY
31 ms
+57 ms
+213 ms
YOUR CONNECTION
SPEED
249.2 Mbps
251.3 Mbps
www.waveform.com/tools/bufferbloat
Speed Test
About
Your Internet Speed
Download
259 Mbps
Upload
283 Mbps
Latency
29.0 ms
47.5 ms
195 ms
Jitter
1.79 ms
17.6 ms
89.4 ms
Packet Loss
0 %
https://speed.cloudflare.com/
Hosting Support
Your IP address is 47.225.
START OVER
https://www.hostingsupport.io
CharpectrumBUSINESS INTERNET
Get Fast Business Internet for Denmark, WI
Charpectrum Business Internet delivers fast and reliable download speeds.§ Get the speed your business needs with your choice of 300 Mbps, 600 Mbps, or Gig speed at 1 Gbps.□
Fast, reliable 300 Mbps starting speeds
https://www.Charpectrum.com/business/service/wisconsin/denmark


VPN TESTING
VIRTUAL PRIVATE NETWORK (VPN) PERFORMANCE - 1
Charpectrum 1000 Mbps speed tier, October 17, 2024
Network: Netgear Nighthawk RAXE500 2.5 Gbps router, 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet run, Cat 7 patch cables)
Two Rivers to Chicago normal connection
VPN from Dallas to the same site in Chicago
FAST
Your Internet speed is
490 Mbps
20 25 32
FAST
Your Internet speed is
210 Mbps
29 90 24
What is my IP address location?
Client: Core i7 desktop Windows 7 Ultimate, 2.5 Gbps network adaptor, Firefox Browser, ExpressVPN


VPN TESTING
VIRTUAL PRIVATE NETWORK (VPN) PERFORMANCE - 2
Charpectrum 1000 Mbps speed tier, October 17, 2024
Network: Netgear Nighthawk RAXE500 2.5 Gbps router, 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet run, Cat 7 patch cables)
Two Rivers to Chicago normal connection
VPN from USA Central to the same site in Chicago
FAST
Your Internet speed is
400 Mbps
22 30 38
FAST
Your Internet speed is
270 Mbps
72 79 31
Firewall + VPN
Connected
USA (Central)
Client: HP ZBook G3 workstation laptop Windows 11 23H2, 2.5 Gbps adaptor, Brave Browser VPN

Consumer Protection Supervisor – 'DATCP' [mailto: DATCP@wisc.gov]

Sent: Friday, October 11, 2024 1:15 PM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Additional local testing

Good Afternoon Lefty,

As I stated, I am interested in the experiences of others with Internet speed issues. How did you get this information? Was it provided by another consumer? Could that consumer reach out to BCP directly?

At the Bureau of Consumer Protection, we would be interested in receiving complaints, or at the very least statements, directly from other consumers regarding their Internet speed with Charpectrum or any company.

While I appreciate your efforts, the speed issue allegations you present alone is not what we are looking for. While you have measured your Internet speeds and capabilities in numerous ways, and I don't have a reason to doubt their accuracy, I am looking for other consumers who are facing the same issue, with statements directly from them.

As far as your specific issue, it appears that it went to court, and was dismissed without prejudice, possibly because the court said they did not receive the requested terms and conditions from you. Did you provide those terms and conditions to the court, or was that part of the large documentation submission that the court couldn't handle?

As a practice the Bureau of Consumer Protection does not involve itself with individual cases that have gone or are going through the court process, since the Bureau does not have the authority to overrule any judges. Once again, I am requesting complaints or statements directly from other individuals experiencing what you are experiencing. In this circumstance, it's the volume of complainants, not the vastness of your data, that will push this issue forward.

Sincerely,

Consumer Protection Supervisor

From: Consumer Protection Supervisor – 'DATCP' [mailto: DATCP@wisc.gov]

Sent: Friday, October 11, 2024 3:20 PM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Additional local testing

Hi Lefty,

I would like to address 3 concerns in your last response.

1. To protect the investigations, I cannot share with you any current investigations happening with the Bureau of Consumer Protection. I can say that in the past, we have investigated and reached settlements with telecommunications companies for not providing advertised Internet speeds, as well as failure to provide telephone and emergency connectivity to rural areas. These investigations stemmed from receiving multiple complaints from different consumers.

2. Attached is an Internet speed test I conducted on my home computer. I have 300 mbps speed with Charpectrum. I didn't initially share it because I thought you could trust me enough to believe I am being sincere in both my statements and criticisms.

3. As always, you are free to share more data if you wish. However, it's the complaints of other consumers, in addition to yourself, that would be the engine for further action within the Bureau of Consumer Protection.

Sincerely

Consumer Protection Supervisor

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, October 12, 2024 3:28 PM

To: Consumer Protection Supervisor - DATCP' <DATCP@wisc.gov>

Subject: Regarding Additional local testing

Consumer Protection Supervisor,

Viewing the Saturday 10/12/24 testing, Charpectrum cannot even meet its own pathetic 10 Mbps upload speed, much less the harder download speeds.

It is time for you to finally realize that there are serious Charpectrum Internet network problems here in rural Wisc.

This is monopoly exploitation.

These problems are hurting people and businesses and they do not realize it yet. Like frogs in slow to boil water.

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, November 14, 2024 4:58 PM

To: Consumer Protection Supervisor - DATCP' <DATCP@wisc.gov>

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: FOIA Data

> *"As always, you are free to share more data if you wish. However, it's the complaints of other consumers, in addition to yourself, that would be the **engine** for further action within the Bureau of Consumer Protection."*

Hello again,

I have not heard from you since you emailed the above. (emphasis mine)

I am providing some additional support to the 2000 or so telecommunication complaints (top 4 or 10) that the DATCP has already collected over the past few years. These I have previously cited and referenced.

I would suggest, without direct knowledge, that a good percentage of these represent Internet speed complaints.
https://datcp.wisc.gov/Pages/News_Media/20240201TopTenConsumerComplaintsReportedtoDATCPin2023.aspx

Some additional federal complaint data is attached. I do not know how they cross reference with your state submitted data, but I am sure that you can investigate this.

There are 128 Charpectrum speed complaints in this attachment. They make for interesting, disturbing, and infuriating reading.

Monopolistic, rapacious, malevolent, lawless, and evil behavior are laid bare for anyone to see.

This one complaint below (page 120) directly reflects what I have been telling and SHOWING YOU for more than three years now, and is exactly indicative of my own personal experience.

Ticket: # 7023912 - Charpectrum is engaging in misleading and predatory business

Date: 5/10/2024 11:52 PM

City/State/Zip: Madison, Wisc 53718-3041

Company Complaining About: Charpectrum

Description

Recently I upgraded my Internet with Charpectrum to gigabit. However, since the upgrade my Internet speeds had significantly reduced compared to previously and was unable to reach 400mbps despite advertised as gigabit. Customer service was unable to resolve the issue, so I requested my account be reverted back to the previous plan. Now my bill has increased due to removal of a promotional offer that was not set to expire until 2026. I am being punished for not accepting an upgrade that could not even deliver at 50% of the advertised speed.

Please keep in mind that it is only a percentage of the aggrieved and exploited who will actually file a complaint. And even less actually know about the DATCP complaint process.

I look forward to your response,

Lefty

Overview of the Division of Trade and Consumer Protection

The Wisc Department of Agriculture, Trade and Consumer Protection is Wisc's primary consumer protection agency and has statutory and rulemaking authority over transactions between businesses and consumers. These statutes and rules serve as a framework that allows legitimate businesses to flourish, and provides consumers with confidence in the marketplace.

Consumer protection laws help ensure fair trade, competition, and the free flow of truthful information that help consumers make informed buying decisions. They are designed to prevent businesses that engage in fraud or specified unfair practices from gaining an advantage over competitors, and to protect consumers from fraud and deception.

Our highest priority is fighting fraudulent and deceptive practices that harm consumers and honest businesses.

Bureau of Consumer Protection

• Handles 100,000 new consumer complaints and inquiries every year

• Returns approximately $5 - $10 million on average to consumers annually

• Regulates unfair and deceptive business practices to protect millions of Wisc consumers every day

Protects consumers and honest competitors:

o Electronic communication services (telecommunications, cable TV, satellite TV, video services, Internet access services, etc.)

Has powerful fact-finding and compliance tools:

o Investigation and subpoena authority

https://datcp.wisc.gov/Pages/About Us/DTCPOverview.aspx

1913 The Legislature enacted the Fraudulent Advertising Law (ch. 510, Laws of 1913).

The Fraudulent Adverting Law, now known as the Fraudulent Representations Law, broadly prohibited deceptive advertising and sales practices. To this day, it is one of the state's most important consumer protection laws.

1921 The Legislature created a powerful new Department of Markets (ch. 571, Laws of 1921).

The impetus came from the agricultural sector, but the powers of the new department went far beyond agriculture:

• The new department was the state equivalent of the Federal Trade Commission (FTC).

• The department had sweeping authority to protect farmers, consumers, and honest competitors against unfair, deceptive, and anticompetitive business practices.

• Under Wisc's "Little FTC Act," the department was authorized to:

o Prohibit unfair business practices by industry-wide rules, or by orders directed to individual businesses. Violations were subject to strong penalties and a strong private remedy.

o Conduct investigations and hold investigative hearings.

o Subpoena witnesses and evidence.

• The new department had broad concurrent jurisdiction with other agencies:

o Monopolies and anti-trust (Attorney General)

o Deceptive advertising and sales practices (Treasury Agent)

• The "Little FTC Act" became the cornerstone of Wisc's general trade regulation and consumer protection program. Today, Wisc's law is still one of the most powerful state consumer protection laws in the nation

https://datcp.wisc.gov/Documents/HistoryofDATCPPrograms.pdf

cc: DATCP Secretary, DATCP Administrator

Attachment: FCC FOIA request documents.pdf

From: Consumer Protection Supervisor - DATCP [mailto: DATCP@wisc.gov]

Sent: Friday, November 15, 2024 8:13 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: FOIA Data

Good Morning Lefty,

Thank you for your submission, I will review it. I do not have any new updates in your case. Please understand I cannot provide to you any commentary about the cases of other consumers.

Sincerely,

Consumer Protection Supervisor

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, November 15, 2024 10:27 AM

To: Consumer Protection Supervisor - DATCP' <DATCP@wisc.gov>

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: RE: FOIA Data

Consumer Protection Supervisor,

I did not ask, for any specific commentary from you.

I, and perhaps hundreds of thousands of Wiscites, are looking for investigative action from the "CP" part of the DATCP.

*"the complaints of other consumers, … are **the engine** for further action"*

If 30 complaints against Frontier started the old investigative engine, then the 128 I just sent you, **should fire up a Frigg'in HEMI over there.**

I have read every one of these complaints and I hope you will do the same. Some of them are simple, and some quite sophisticated.

All of them however indicate nontrivial impacts to the personal and work lives of Wisc citizens.

They range from poor customer service, poor technical support, intentional monopolistic behaviors, and most importantly insufficient investment in a network to support the advertised and billed services promised.

The remedies for this is an obligation Wisc citizens have entrusted your agency with.

I simply cannot imagine any additional excuses for continued inaction,

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, November 15, 2024 2:23 PM

To: Consumer Protection Supervisor - DATCP' <DATCP@wisc.gov>

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Sent: Thursday, November 14, 2024 4:58 PM

Subject: RE: FOIA Data

From: Consumer Protection Supervisor - DATCP [mailto: DATCP@wisc.gov*]*

Sent: Monday, October 07, 2024 8:36 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Internet Quality from AS20115 and AS10796

"So far, we have not been able to conclusively determine that the scope of this issue concerns anyone beyond you"

Consumer Protection Supervisor,

The above statement is eerily similar to what customers are hearing from Charpectrum, if you read the FOIA complaints. This response from the DATCP seems to me to be either uninformed, or disingenuous, or both. This is especially true since you have in hand some 2000 telecommunications complaints of your own collected over the past several years.

This somewhat primitive attachment and embed should help you to visualize the full extent and scope of the pain and suffering, time and monetary losses endured by Wiscites (not just myself) due the incompetence, malfeasance and monopoly exploitation of Charpectrum.

Remember that it is a small percentage of those impacted who will be sufficiently frustrated, and unencumbered by fear to file a complaint, whether this is with the FCC, FTC, or DATCP.

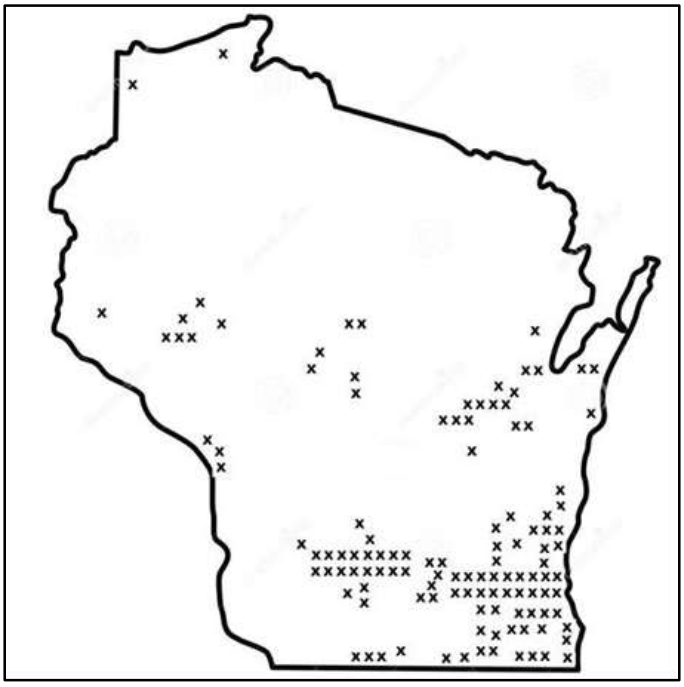
Also keep in mind that much of the White areas of this map represent NO Internet service (or no land line service) available, at all. See my previous maps of Charpectrum coverage and PSC Wisc mapping of unserved areas.

I am increasingly frustrated by your lack of action as I continue to present overwhelming evidence to you over the course of several years now.

Lefty

Complaints by geographic location graphically displayed below.

Attachments: FOIA complaint WISC map2.jpg, WISC FOIA complaints alpha order.xlsx, WISC FOIA complaints numerical order.xlsx



From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Saturday, November 16, 2024 9:58 AM

To: Consumer Protection Supervisor- DATCP' <DATCP@wisc.gov>

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: What percentage of customers will file a written complaint about a service?

CAUTION: This email originated from outside the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

Consumer Protection Supervisor,

What percentage of customers will file a written complaint about a service?

CHATGPT says: The percentage of customers who file a written complaint about a service tends to be relatively low. Research suggests that only about 1-5% of dissatisfied customers will actually take the time to file a formal complaint, either in writing or through official channels. (though the exact number can vary depending on the industry, the nature of the service, and the company's customer service practices) Most dissatisfied customers will simply stop using the service, or express their dissatisfaction in less formal ways, such as through word-of-mouth or online reviews.

Several factors influence the likelihood of a written complaint, such as:

• Severity of the problem: More serious issues tend to result in formal complaints.

• Customer engagement: Customers who feel invested in the service or have a high level of loyalty might be more inclined to file a complaint.

• Ease of the complaint process: If it's easy to file a complaint or contact customer service, more customers might take that step.

• Customer expectations: Customers with higher expectations are more likely to complain when those expectations aren't met.

It's also worth noting that many customers who have a poor experience might choose not to escalate their complaint formally because they don't expect a resolution or don't feel that their voice will make a difference.

Other Sources:

"The Loyalty Effect" by Frederick Reichheld: Reichheld, a well-known figure in customer loyalty research, highlights that most unhappy customers do not complain; they simply leave. He estimates that the typical company only hears from 4-5% of dissatisfied customers.

"Customer Experience 3.0" by John A. Goodman: Goodman's research and writings on customer experience and service recovery emphasize that although complaints are vital for understanding customer dissatisfaction, only a small percentage of unhappy customers will actually lodge formal complaints. In fact, Goodman points out that for every customer who complains, there are likely 26 others who are dissatisfied but don't speak up.

- 123 FCC FOIA complaints is potentially 2,500 complaints.
- 2000 DATCP telecommunications complaints is potentially 40,000 complaints.

And now you know, what you should have already known.

Lefty

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Sunday, November 17, 2024 8:58 AM

To: Consumer Protection Supervisor

Cc: Attorney General, Department of Justice, DATCP Hotline

Subject: More local business testing attached

Importance: High

From: Consumer Protection Supervisor

Sent: Friday, October 11, 2024 3:20 PM

To: Lefty Insider[mailto: lefty@insiderpub.io]

Subject: RE: Additional local testing

"As always, you are free to share more data if you wish"

Consumer Protection Supervisor,

More of the same in this attachment, Charpectrum offering 600 Mbps, promising 300 Mbps, and delivering sub 100 Mbps service.

And again with this one, leaving the router open, like many I have seen, so that I or anyone could do anything with it, like shut it off, change the passwords, hack other connected users, inject a virus, use it as a bot to take down other systems, etc.

Again, this is Charpectrum's own CPE that is installed here. (modem and router)

I saw something on the DATCP site about protecting User Security. This is NOT it.

THIS IS A NATIONAL SECURITY ISSUE!

Lefty

Why should you change your default router password?

ChatGPT 4.0 said:

Changing the default router password is an important step in securing your home network. Here are the key reasons why you should do it:

1. Prevent Unauthorized Access

Default passwords (like "admin" or "password") are widely known and easily guessable. Hackers and malicious actors often target routers using these default credentials, gaining control of your network and connected devices. By changing the password, you make it significantly harder for unauthorized users to access your router.

2. Protect Personal Data

Once someone gains access to your router, they can potentially monitor your Internet traffic, view browsing history, or even perform malicious activities like intercepting sensitive information. Changing the default password helps keep your personal data safe.

3. Prevent Network Manipulation

If someone is able to access your router's settings, they could manipulate your network configuration, change security settings, disable encryption, or even shut down your network entirely. A strong, unique password helps safeguard these settings from tampering.

4. Reduce the Risk of Malware or Ransomware

Cybercriminals could use compromised routers to introduce malware or even lock users out of their networks in a ransomware attack. Changing the default password lowers the risk of these attacks.

5. Improve Overall Network Security

Routers with default passwords are often a weak point in your network security. Changing the password, along with using strong encryption (like WPA3 for Wi-Fi), can make your home network significantly more secure.

6. Prevent Unauthorized Devices from Connecting

If your router's password is still the default, other people might be able to access your Wi-Fi network. Changing the password to something unique helps prevent unauthorized devices from connecting, ensuring only authorized devices can use your network.

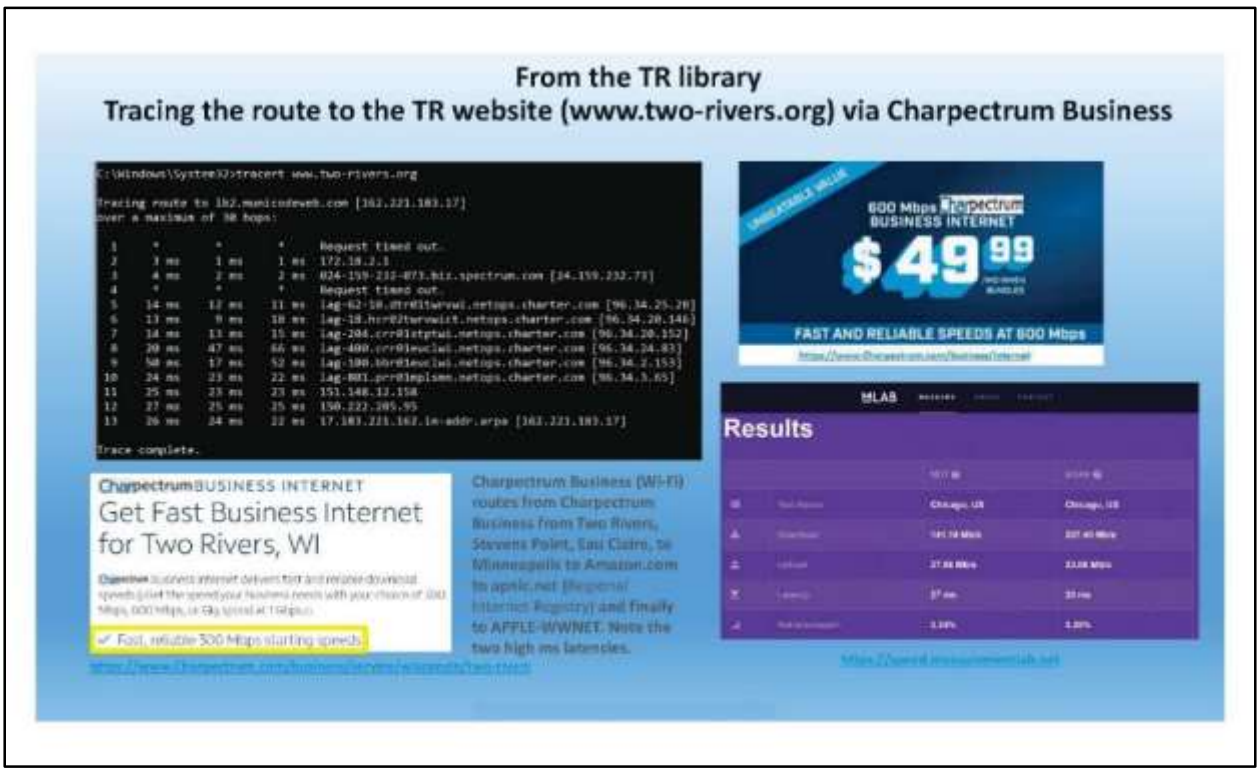
7. It's Easy to Do

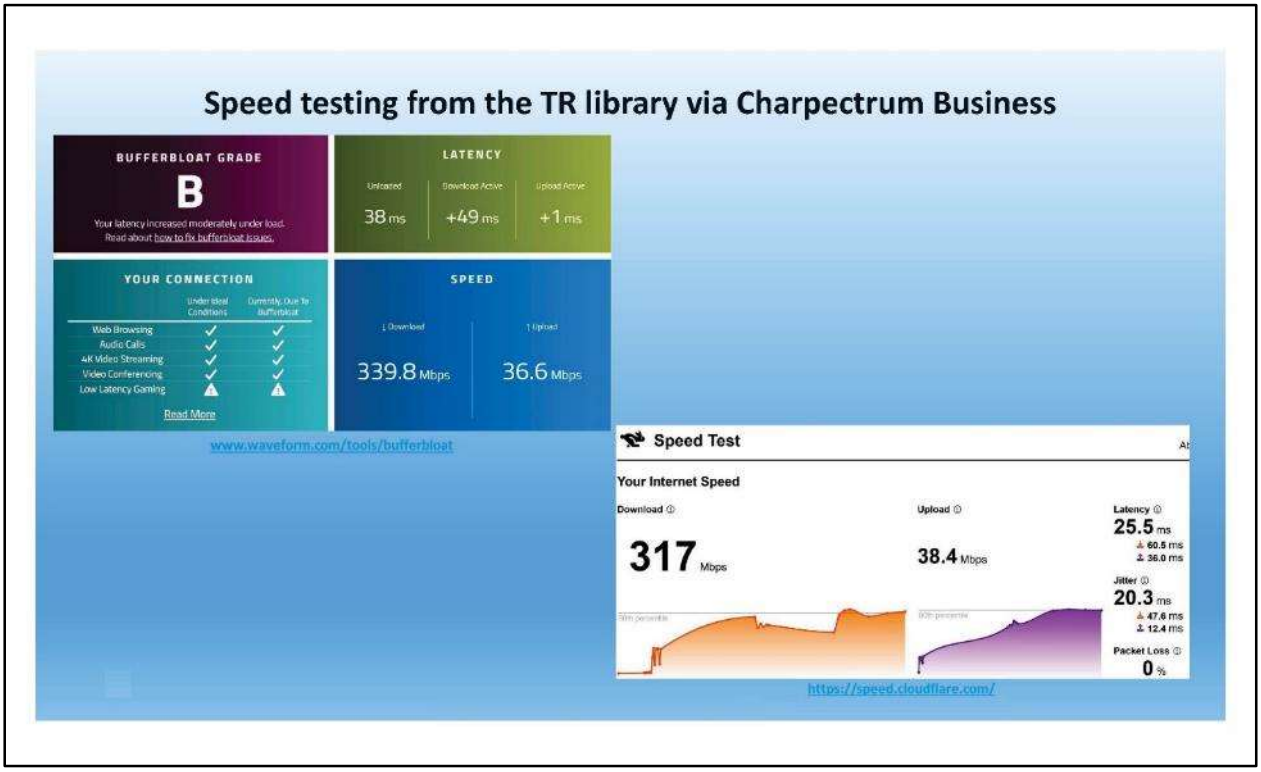
Changing the default password on most routers is a simple process. It's a small effort that can have a significant impact on the security of your network.

In summary, changing your default router password is a basic yet crucial step in securing your home network and ensuring that only trusted devices and users can access it.

Another Source: https://nordvpn.com/blog/router-malware/

Attachment: Two Rivers speed testing.pdf


From the TR library
Tracing the route to the TR website (www.two-rivers.org) via Charpectrum Business
C:\Windows\System32>tracert www.two-rivers.org
Tracing route to lb2.municodeweb.com [162.221.183.17]
over a maximum of 30 hops:
1 * * * Request timed out.
2 1 ms 1 ms 1 ms 172.18.2.1
3 4 ms 2 ms 2 ms 024-159-232-073.biz.spectrum.com [24.159.232.73]
4 * * * Request timed out.
5 14 ms 12 ms 11 ms lag-62-10.dtrdltwrwui.netops.charter.com [96.34.25.20]
6 13 ms 9 ms 10 ms lag-18.hcr02turnwiit.netops.charter.com [96.34.20.146]
7 14 ms 13 ms 15 ms lag-204.crr01stptui.netops.charter.com [96.34.20.152]
8 20 ms 47 ms 66 ms lag-400.crr01euclui.netops.charter.com [96.34.24.83]
9 50 ms 17 ms 52 ms lag-100.bbr01euclui.netops.charter.com [96.34.2.153]
10 24 ms 23 ms 22 ms lag-801.pcr01mplsmn.netops.charter.com [96.34.3.65]
11 25 ms 23 ms 23 ms 151.148.12.158
12 27 ms 25 ms 25 ms 150.222.205.95
13 26 ms 24 ms 22 ms 17.183.221.162.in-addr.arpa [162.221.183.17]
Trace complete.
600 Mbps Charpectrum BUSINESS INTERNET
$49.99
FAST AND RELIABLE SPEEDS AT 600 Mbps
MLAB
Results
CharpectrumBUSINESS INTERNET
Get Fast Business Internet for Two Rivers, WI
✓ Fast, reliable 300 Mbps starting speeds
Charpectrum Business (WI-FI) routes from Charpectrum Business from Two Rivers, Stevens Point, Eau Claire, to Minneapolis to Amazon.com to apnic.net (Regional Internet Registry) and finally to AFFLE-WWNET. Note the two high ms latencies.

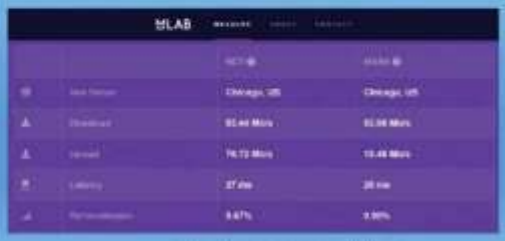


So I found one site that is actually getting 300 Mbps, but just one and it is a business and not a residential connection.

From the TR Bank First branch office
Tracing the route to the TR website (www.two-rivers.org) via Charpectrum Business

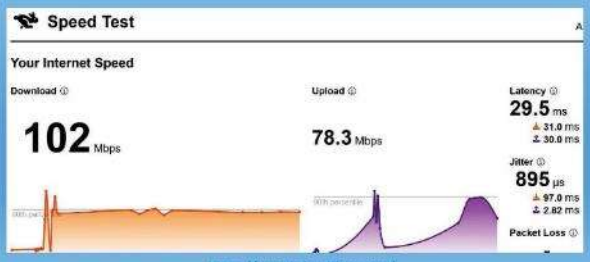
```
C:\Windows\System32>tracert www.two-rivers.org

Tracing route to lb2.municodeweb.com [162.221.183.17]
over a maximum of 30 hops:

  1     2 ms     1 ms     2 ms  TwoRiversController [192.168.10.1]
  2     1 ms     1 ms     1 ms  035-130-093-169.biz.spectrum.com [35.130.93.169]
  3     8 ms     6 ms     6 ms  lag-102.ncr01mllzwift.netops.charter.com [65.29.44.217]
  4    28 ms    25 ms    25 ms  lag-9.rcr11mllzwift.netops.charter.com [65.29.45.210]
  5     *        *        *     Request timed out.
  6     *        *        *     Request timed out.
  7    37 ms    36 ms    34 ms  lag-301.pr2.chi10.netops.charter.com [209.18.43.61]
  8     *        *        *     Request timed out.
  9     *        *        *     Request timed out.
 10    33 ms    29 ms    27 ms  52.93.238.172
 11    28 ms    27 ms    26 ms  52.93.238.173
 12    28 ms    26 ms    26 ms  17.183.221.162.in-addr.arpa [162.221.183.17]

Trace complete.
```

Charpectrum Business (Wi-Fi) routes via Charpectrum from TR to Naperville, IL to Amazon.com to APPLE-WWNET. Note the reasonable ms latencies.



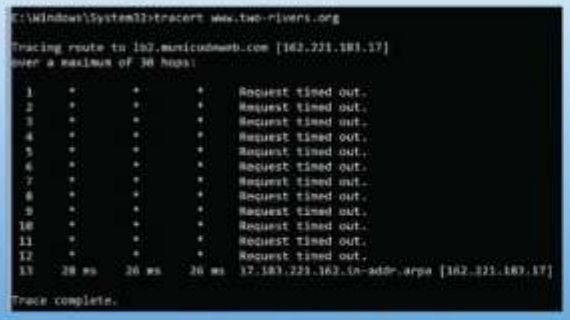
Speed testing from the TR Bank First branch office

www.waveform.com/tools/bufferbloat



https://speed.cloudflare.com/

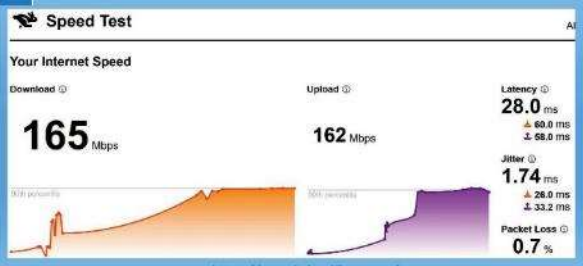
From the TR City Hall
Tracing the route to the TR website (www.two-rivers.org) via Charpectrum Business


C:\Windows\System32>tracert www.two-rivers.org
Tracing route to lb2.municodeweb.com [162.221.183.17]
over a maximum of 30 hops:
1 * * * Request timed out.
2 * * * Request timed out.
3 * * * Request timed out.
4 * * * Request timed out.
5 * * * Request timed out.
6 * * * Request timed out.
7 * * * Request timed out.
8 * * * Request timed out.
9 * * * Request timed out.
10 * * * Request timed out.
11 * * * Request timed out.
12 * * * Request timed out.
13 28 ms 26 ms 26 ms 17.183.221.162.in-addr.arpa [162.221.183.17]
Trace complete.

Charpectrum Business (Wi-Fi) routes from a Charpectrum 66.191.151.242 IP (3rd floor conference room) to APPLE-WWNET. All equipment appears to be securely blocked from pings, although the network sub-closet door on the 3rd floor is typically propped OPEN.

Speed testing from the TR City Hall (3rd floor conference room)

www.waveform.com/tools/bufferbloat



https://speed.cloudflare.com/

From the TR Senior Center
Tracing the route to the TR website (www.two-rivers.org) via Charpectrum

```
C:\Windows\System32>tracert www.two-rivers.org

Tracing route to lb2.municodeweb.com [162.221.183.17]
over a maximum of 30 hops:

  1    *        *        *     Request timed out.
  2    3 ms     1 ms     1 ms  172.16.2.10
  3   47 ms     1 ms     1 ms  172.16.2.5
  4    5 ms     1 ms     2 ms  066-191-151-241.biz.spectrum.com [66.191.151.241]
  5    8 ms     6 ms     6 ms  lag-102.ncr01milwaft.netops.charter.com [65.29.44.217]
  6   28 ms    26 ms    28 ms  lag-9.rcrtlmilwaft.netops.charter.com [65.29.45.238]
  7    *        *       30 ms  lag-10.chctilwc00w-bcr00.netops.charter.com [66.109.6.206]
  8    *       29 ms     *     lag-41.chcgil0307w-bcr00.netops.charter.com [66.109.0.228]
  9   26 ms    27 ms    26 ms  lag-401.pr2.chi10.netops.charter.com [66.109.0.109]
 10    *        *        *     Request timed out.
 11    *        *        *     Request timed out.
 12   33 ms    26 ms    29 ms  52.93.238.152
 13   40 ms    46 ms    28 ms  52.93.238.159
 14   32 ms    26 ms    30 ms  17.103.221.162.in-addr.arpa [162.221.183.17]

Trace complete.
```

Charpectrum BUSINESS INTERNET

Get Fast Business Internet for Two Rivers, WI

Charpectrum business internet delivers fast and reliable download speeds. Get the speed your business needs with your choice of 100 Mbps, 600 Mbps, or Gig speed at 1 Gbps.

✓ Fast, reliable 300 Mbps starting speeds

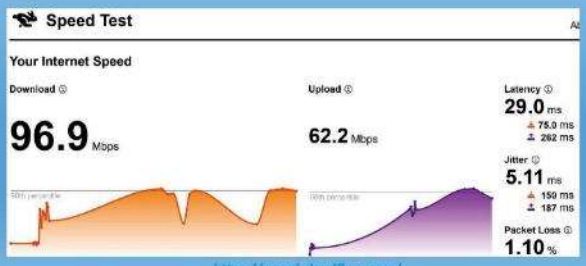
Charpectrum Business (WI-FI) routes via Charpectrum from City of TR via no less than five Milwaukee and Chicago Legacy Time Warner Cable IP Assets to Amazon.com to APPLE-WWNET. Note the reasonable ms latencies.

https://www.Charpectrum.com/business/services/wisconsin/two-rivers

https://speed.measurementlab.net/

Speed testing from the TR Senior Center via Charpectrum Business

www.waveform.com/tools/bufferbloat



https://speed.cloudflare.com/

From: Consumer Protection Supervisor DATCP@wisc.gov]

Sent: Tuesday, November 19, 2024 11:08 AM

To: Lefty Insider <lefty@insiderpub.io>

Cc: 'Director- DATCP' <director1@wisc.gov>

Subject: RE: What percentage of customers will file a written complaint about a service?

Good Morning,

Thank you for your email. We're unable to create complaints on behalf of the consumers you described but if they file a complaint with the department we'll review the details of their situation and attempt to remedy their individual concerns.

Sincerely,

Consumer Protection Supervisor

From: Lefty Insider[mailto: lefty@insiderpub.io]

Sent: Tuesday, November 19, 2024 1:08 PM

To: Consumer Protection Supervisor

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: RE: What percentage of customers will file a written complaint about a service?

Consumer Protection Supervisor,

Obviously the names and specific addresses of these complainants have been redacted by the FCC for personal security reasons.

A remedy for _individual_ concerns is not at issue here. It is a documented and widespread complaint history of speed issues related to Charpectrum Wisc customers.

Let me ask you this:

Have you analyzed the roughly 2000 telecommunications complaints your office has received in the past three years to determine how many:

Are any Charpectrum specific?

Are any speed complaints?

Based on what I have seen, you already have a sufficient number of complaints to warrant further investigation.

In an effort to assist you with this endeavor, attached is a request for public records governed by Wisc Statutes Chapter 19, Subchapter II, 19.55.

I will look forward to your responses,

Lefty

Attachment: Signed DATCP Public Records Request.pdf

From: Consumer Protection Supervisor DATCP@wisc.gov]

Sent: Thursday, November 21, 2024 10:40 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: What percentage of customers will file a written complaint about a service?

Good Morning,

Your public records request has been received and is being processed.

Sincerely,

Consumer Protection Supervisor

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Unable to spur the agency in to action, in a case of the uninformed and/or disingenuous, Lefty filed the following request with the agency:

November 19, 2024

Consumer Protection Supervisor

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Department of Agriculture, Trade and Consumer Protection

Consumer Protection Supervisor,

As public records laws are governed by Wisc Statutes Chapter 19, Subchapter II, 19.55,

I am making this formal request to your agency for the following:

All Wisc Charpectrum customer Internet speed complaints, which have been collected by your agency, the Bureau of Consumer Protection, by telephonic, letter, or online website means, in the date ranges between 2018 and 2024.

In addition to the original complaint files in pdf format, redacted as necessary, I would like to have this data by complaint number, location, and complaint date, in a .csv or .xls file.

This request may be delivered via the email address listed below.

Thank you for your prompt response to this matter,

Lefty

From: Lefty Insider <lefty@insiderpub.io>

Sent: Saturday, December 14, 2024 12:16 PM

To: Consumer Protection Supervisor-DATCP <DATCP@wisc.gov>

Subject: public records request

Consumer Protection Supervisor-DATCP,

Do you have an ETA on these documents?

Lefty

Then would come the first of what Lefty anticipated would be many lies.

From: Consumer Protection Supervisor DATCP@wisc.gov

Sent: Tuesday, December 17, 2024 8:08 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: public records request

Good Morning,

I checked in with public records. **They stated that they sent you an invoice, which would need to be paid before the records are produced.**

Sincerely,

Consumer Protection Supervisor

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Department of Agriculture, Trade and Consumer Protection

So Lefty as a citizen pays state income tax which goes into a bit pot of money at the capital, and then gets distributed out to state agencies to create their budgets for expenses like salaries, benefits, and operational expenses. But then they double dip citizens to pay for employee salaries and benefits yet again? But only if you want to actually use these services.

And then about a month after the original records request this message comes to Lefty.

From: Records and Forms Management Specialist DATCP@wisc.gov]

Sent: Tuesday, December 17, 2024 9:55 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: public records request

Hi Lefty,

The fee is for the location of the responsive records as authorized by Wis. Stat. § 19.35(3)(c). The cost of locating the records is determined by multiplying the time it

takes to locate the records by the hourly wage, including fringe benefits, of the lowest-paid employee capable of performing the work, not to exceed $22.54/hour. https://DATCP@wisc.gov/Documents/DATCPPublicRecordsPolicy.pdf.

The Department is authorized to require prepayment by Wisc. Stat. § 19.35(3)(f).

You will receive an email invoice from Finance, and payment can then be made by check or credit card.

Thank You,

Records and Forms Management Specialist

Office of Legal Counsel

Department of Agriculture, Trade, and Consumer Protection

From: Consumer Protection Supervisor- DATCP [mailto:datcp@wisc.gov]

Sent: Tuesday, December 17, 2024 8:08 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: public records request

Good Morning,

I checked in with public records. They stated that they sent you an invoice, which would need to be paid before the records are produced.

Sincerely,

Consumer Protection Supervisor

Bureau of Consumer Protection/Division of Trade and Consumer Protection

Department of Agriculture, Trade and Consumer Protection

From: Lefty Insider <lefty@insiderpub.io>

Sent: Tuesday, December 17, 2024 9:00 AM

To: Consumer Protection Supervisor DATCP@wisc.gov>

Cc: DATCP Hotline <DATCPHotline@wisc.gov>

Subject: RE: public records request

Importance: High

CAUTION: This email originated from outside the organization.

Do not click links or open attachments unless you recognize the sender and know the content is safe.

Consumer Protection Supervisor,

In looking into this further, at https://www.doj.state.wisc.us/sites/default/files/office-open-government/fee-schedule-final.pdf

Digital to Digital

Includes copying records from one digital format to another for distribution (e.g., email).

Fee waived In rare instances, specialized skills, equipment, or technology, may result in copy costs.

So I guess that I don't understand what the holdup is.

Btw, the FCC did not charge a FOIA fee for emailing me digital records.

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Wednesday, December 18, 2024 7:44 AM

To: 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>

Cc: 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: RE: public records request

"You will receive an email invoice from Finance, and payment can then be made by check or credit card."

Records and Forms Management Specialist,

Ok.

It remains unclear to me why it took nearly a month, and my additional follow-up persistence, to receive this acknowledgement.

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Sunday, December 22, 2024 10:33 AM

To: Consumer Protection Supervisor DATCP@wisc.gov>

Cc: DATCP Hotline <DATCPHotline@wisc.gov>

Subject: **At no point has a 1000 Mbps speed test ever been achieved across many hundreds of tests**

Consumer Protection Supervisor,

Continued testing showing the ongoing saga of the inadequacies of my Charpectrum Internet connection is attached here.

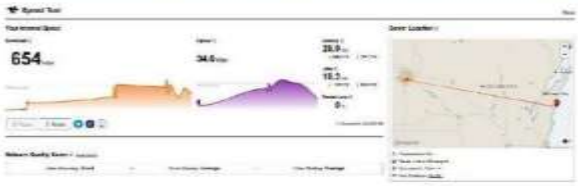
I continue to await the delayed yet promised invoice to obtain your compliance with my Public Records Request dated and attached again here for your convenience.

Lefty

Attachment: HP ZBook G3 Win11.speed tests.pdf

Network: Netgear Nighthawk RAXE500 2.5 Gbps router, Qty. 2 - 2.5 Gbps Zyxel switches, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)

https://www.spectrum.com/internet/speed-test https://speed.measurementlab.net (NDT single threaded, MSAK multithreaded



https://www.waveform.com/tools/bufferbloat https://speed.cloudflare.com/

www.fast.com CyberLynk www.hostingsupport.io

Note: At no point has a 1000 Mbps speed test been achieved

Client: HP ZBook G3 workstation laptop Windows 11 23H2, using factory 1 Gbps or 2.5 Gbps add-on network adaptor, Brave Browser Charpectrum 1000 Mbps speed tier, December 21, 2024 1PM (hyperlinks are active)

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, December 30, 2024 8:36 AM

To: Consumer Protection Supervisor

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: Re: At no point has a 1000 Mbps speed test ever been achieved across many hundreds of tests

Consumer Protection Supervisor,

Continued testing showing the ongoing saga of the inadequacies of my Charpectrum Internet connection is attached here.

I continue to await the delayed yet promised invoice to obtain your compliance with my Public Records Request.

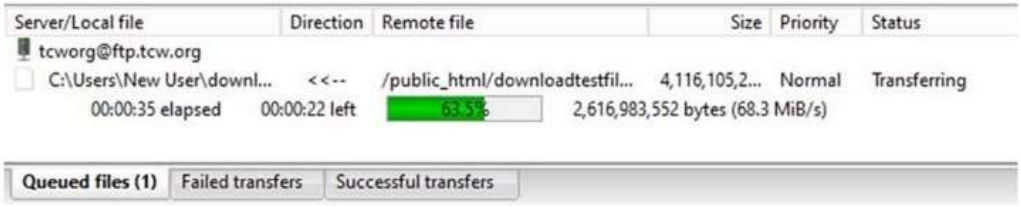
Happy New Year,

Lefty

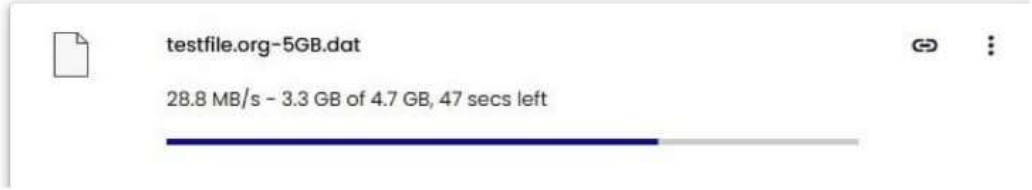
Attachment: Beyond Speed test sites.pdf

Beyond Speed test sites

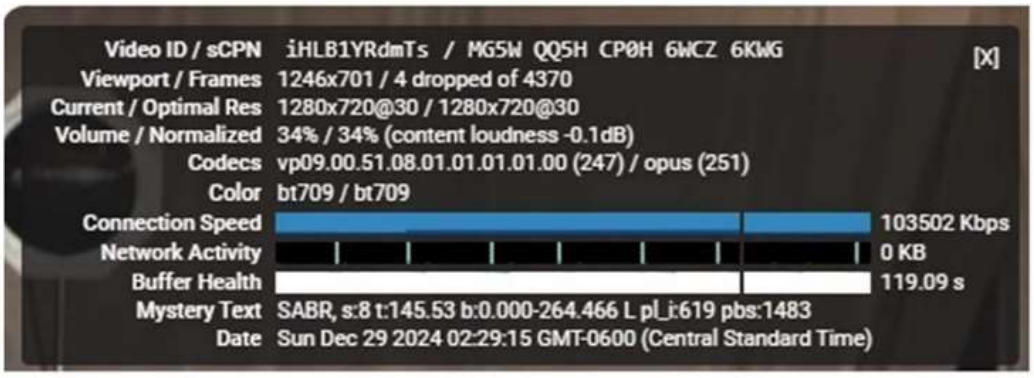
Internet speed tests are in reality, a multi-second test at a specific point in time. Speed tests, some to an IXP backbone Internet connection or CDN, and some just to a local **Intranet** node. Some are longer or shorter, some single threaded or linear, and some are multi-threaded making comparisons difficult and relegating them to beauty contests for ISP marketing and useful to consumers only for comparison purposes. I set out to find out what my actual Quality of Internet Experience, or QoE, was.



572Mbps FileZilla download from my website in Milwaukee



230 Mbps test file download from testfile.org via Minneapolis MICE to CloudFlare in San Francisco



103.502 Mbps YouTube streaming download speed

Testing details:
Network: Netgear Nighthawk RAXE500 2.5 Gbps router, Qty. 2 - 2.5 Gbps Zyxel switches in series, a 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)
Client: HP ZBook G3 workstation laptop Windows 11 23H2, using factory 1 Gbps network adaptor, Brave Browser Charter/Spectrum HFC 1000/30 Mbps speed tier, December 29, 2024 3AM (hyperlinks are active)

19

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, January 07, 2025 2:55 PM

To: 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>

Subject: RE: public records request

Importance: High

Records and Forms Management Specialist,

I left you a voice mail today inquiring on the status of my public records request.

This has been going on for almost two months now, when can I expect a result?

Thanks,

Lefty

No email responses. Well, then finally a return phone call indicating that *you know that these things take time, what with the holidays and all*. Especially if you have never been invoiced before. What? How is that even relevant? Anyway I asked him to expedite and he told me that the estimated cost of my public records request would be somewhere north of $100. "*We'll accept your credit card number."*

So I am needed to double dip pay these tax funded employees to do what my tax monies already pay them to do. Think the employees get the extra pay?

So taxpayers fund these agencies, but if you want to use them to perform the services you are paying them to do, "*it's going to cost ya buddy*."

Then it came:

Please Remit To:
DEPT OF AG, TRADE & CONSUMER PROTECTION
ACCOUNTS RECEIVABLE

INVOICE
Bill To: State of Wisc
Dept. of Ag, Trade & Consumer Protection
000001

LEFTY INSIDER
Invoice No: 115-000003568X

Invoice Date: 1/7/25
Page: 1 of 1
Customer Number: 000009241x
Payment Terms: NET30
Due Date: 2/6/25

1 OS_OPEN_RECO RDS Public Records Req 24-19xx 1.00 EA 141.25 141.25

AMOUNT DUE: 141.25 USD

Pay by mail: Include top of invoice & mail to:
DATCP

Mailed on a Saturday, received by them on a Monday, and cashed on that Tuesday.
Almost two months to send an invoice, but just four days (over a weekend) to cash the check.

Transactions

Print

Pending Posted Totals are not supported for your search criteria.

Date	Description	Debit	Credit	Balance
Jan 15, 2025	CHECK 1336	141.25		

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Wednesday, February 5, 2025 11:17 AM

To: Public Information Officer - DATCP <datcppubinfo@wisc.gov>

Subject: Top Ten Consumer Complaints Reported to DATCP in 2024

Public Information Officer,

Do you have a link for 2024 data?

Thanks,

Lefty

Top Ten Consumer Complaints Reported to DATCP in 2023

FOR IMMEDIATE RELEASE: February 1, 2024

Contact: Caleb Kulich, Public Information Officer, datcppubinfo@*wisc.gov*

https://datcp.wisc.gov/Pages/News_Media/20240201TopTenConsumerComplaintsReportedtoDATCPin2023.aspx

From: Public Information Officer - DATCP [mailto: datcppubinfo@wisc.gov]

Sent: Wednesday, February 05, 2025 11:24 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Top Ten Consumer Complaints Reported to DATCP in 2024

Good morning Lefty,

DATCP has not yet published the top ten consumer complaint data for 2024, although we plan to do so soon. Would you like me to send you the news release when it is published?

Thanks,

Public Information Officer (he, him, his)

Office of the Secretary, Division of Trade and Consumer Protection

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Wednesday, February 05, 2025 12:02 PM

To: Public Information Officer - DATCP datcppubinfo@wisc.gov

Subject: RE: Top Ten Consumer Complaints Reported to DATCP in 2024

Public Information Officer,

I would appreciate that notice.

I would also like to see, at least the telecommunications complaints, be listed in a more granular form, rather than all lumped together.

I do not know if you can impact that request in any way,

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, February 06, 2025 9:11 PM

To: Public Information Officer - DATCP datcppubinfo@wisc.gov

Subject: RE: Top Ten Consumer Complaints Reported to DATCP in 2024

Public Information Officer,

A story about it appeared on the Green Bay TV news tonight.

No link to the actual Press Release however.

Lefty

From: Public Information Officer - DATCP [mailto: datcppubinfo@wisc.gov]

Sent: Friday, February 07, 2025 8:08 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Top Ten Consumer Complaints Reported to DATCP in 2024

Good morning Lefty,

Thank you for following up. The release can be accessed on DATCP's website: https://datcp.wisc.gov/Pages/News_Media/20250206WiscTopTenConsumerComplaintsof2024.aspx.

Please let me know if there is anything else I can assist you with.

Kindly,

Public Information Officer

Well I guess the answer to that question is a big fat no. But wait, maybe Lefty did stir up some shit in the bureaucracy here. Sometimes a bit of stirring initiates fecal gravity.

From: Public Information Officer - DATCP [mailto: datcppubinfo@wisc.gov]

Sent: Friday, February 07, 2025 9:56 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Top Ten Consumer Complaints Reported to DATCP in 2024

Lefty,

I can forward your inquiry to DATCP's public records team. They will assist you in retrieving any records that align with your request. However, for your awareness, this process takes time. Let me know if you have any questions or concerns.

Thanks,

Public Information Officer

From: Public Information Officer - DATCP [mailto: datcppubinfo@wisc.gov]

Sent: Friday, February 07, 2025 9:57 AM

To: DATCP Public Records <datcppublicrecords@wisc.gov>

Cc: lefty@insiderpub.io

Subject: FW: Top Ten Consumer Complaints Reported to DATCP in 2024

Good morning,

Please find below a public records request from Mr. Lefty Insider, who is copied on this message.

Thank you,

Public Information Officer

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, February 07, 2025 10:21 AM

To: Public Information Officer - DATCP datcppubinfo@wisc.gov

Subject: RE: Top Ten Consumer Complaints Reported to DATCP in 2024

Public Information Officer,

Thank you for your assistance.

Lefty

Well if that doesn't, this might.

From: egov-admin, CRM [mailto:noreply@wisc.gov]

Sent: Friday, February 07, 2025 10:06 AM

To: lefty@insiderpub.io

Subject: MyDATCP - Complaint Submitted CRM:0025525

Dear Lefty Insider,

Thank you for submitting a complaint with The Department of Agriculture, Trade, and Consumer Protection. You can use the complaint PIN below to check the status of your complaint on the MyDATCP website. It can take up to 24 hours for a complaint to be available online.

This is your PIN that you can use to check the complaint status: da20f602072025160xxx

General Consumer Complaint **Complaint PIN:** da20f602072025160xxx	
Your Information	
Salutation	Mr.
First Name	Lefty
Last Name	Insider
Email	lefty@insiderpub.io
Phone me between 8-4 at	Cell
Best time to call	9-3
Information about the person or business your complaint is against:	
Business Name Charpectrum	
Name of the person you talked to Title of the person you talked to	
Your Complaint	
In February of 2025 in a bold move to add some additional insult to the existing excessive and exploitive pricing injury, Charpectrum rounded up my monthly billing by a penny, perhaps to make their billing accounting easier and as a bonus to add to their existing ill-gotten gains. If this is consistent with their 1.5 million Wisc customers that would provide Charpectrum with a windfall of about $180,00 dollars in just one state each year. And I just can't wait until 2027 when his bill will increase by yet another 18.5 percent or $20, for no good reasons. I thought inflation was at about 2.5%, hmmm. Lefty	
Information About Your Complaint **Details about the Incident**	

Which of the following best describes your first contact with the business?*	E-mail lefty@insiderpub.io
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	Older
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	Check
Description of Payment Method (if "Other")	
Where did you pay the business?	My Home
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	
When did you contact the business?	
What happened when you contacted the business?	Did not.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	FCC
What happened when you contacted the other agency?	Pending
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Reverse this charge for everyone.
Other Information	
How did you hear about us?*	Internet

MyDATCP Support
Wisc Department of Agriculture, Trade and Consumer Protection
****
Please do not reply to this message. Mail sent to this address will not be answered.

From: Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]

Sent: Monday, February 10, 2025 10:08 AM

To: lefty@insiderpub.io

Subject: Consumer Complaint 1612xx

Good morning,

Please review the attached letter regarding the complaint you filed with the Department of Agriculture, Trade and Consumer Protection. When we receive a response from the business regarding your complaint, we will be in contact with you. Your patience during this process is appreciated.

Sincerely,

Consumer Protection Investigator – Mediation Unit

Division of Trade and Consumer Protection

Attachment: C6_161297_20250210100xxx.pdf

February 10, 2025
Lefty Insider
RE: File 161xxx (Refer to this number when contacting our agency) Charpectrum Communications Inc.
Dear Lefty Insider:
Thank you for contacting the Department of Agriculture, Trade, and Consumer Protection. I have written to the business to try and assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.
Your patience is appreciated during this process. It is not possible to tell exactly how long the mediation process will take. Some situations can be handled within a few weeks, but complicated matters may take many months. I will advise you, in writing, of the disposition of your complaint once I have received and thoroughly reviewed the written response from the company.
If you wish to pursue this matter outside of our mediation efforts, please contact a private attorney to discuss your legal remedies or file in small claims court. A fact sheet on small claims court is available on our website at datcp.wisc.gov.
Thank you again for bringing your complaint to our attention.
Sincerely,
Consumer Protection Investigator
Mediation Unit Bureau of Consumer Protection

That letter copied to Charpectrum then generated this:

From: CCED Charpectrum [mailto:SVC_CCEDChapectrum@charpectrum.com]

Sent: Monday, February 10, 2025 4:21 PM

To: Lefty Insider lefty@insiderpub.io

Cc: CCED Charpectrum <SVC_CCEDCharpectrum@charpectrum.com>

Subject: Your Charpectrum Correspondence

Lefty Insider,

I am contacting you to acknowledge we have received your recent correspondence to Charpectrum regarding your concern. Someone from the appropriate leadership team will be contacting you within 24 hours to acquire more details, if needed, and inform you of the next steps to address your concern. If you have not already done so, please provide the best phone number to reach you at and best time to contact you. In the meantime, if you have any additional questions or concerns, you may contact me at (833) xxx-xxxx at your earliest convenience. I am in the office from the hours of Monday - Friday 12:30pm – 9:00pm EST.

Thank you,

Specialist I, Corporate Escalations

From: Care Response [mailto:RES_careresponse@charpectrum.com]

Sent: Monday, February 10, 2025 6:37 PM

To: lefty@insiderpub.io

Subject: Your Charpectrum Concern

Lefty Insider,

We are attempting to contact you to speak to you in regards to your concern.

You may contact our team at 920-xxx-xxxx or reply with a good number and time we may call you.

Thank you,

Care Response Team

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, February 11, 2025 7:16 AM

To: 'Care Response' <RES_careresponse@charpectrum.com>

Subject: RE: Your Charpectrum Concern

Care Response Team,

I have received this same message below via voice mail.

As I have made written complaints to the DATCP and the FCC. I would prefer that you respond to these complaints in writing to me, and copy the FCC and DATCP with your response.

Thank You,

Lefty

From: Care Response [mailto:RES_careresponse@charpectrum.com]

Sent: Tuesday, February 11, 2025 8:12 AM

To: lefty@insiderpub.io

Subject: RE: Your Charpectrum Concern

Lefty Insider,

We appreciate your email reply and respect your request to communicate by email only. To ensure the safety and security of your account information we will need to verbally speak with you to address your concerns further and then **the complaint agency will receive a written reply**. You are welcome to call us at 920-xxx-xxxx or provide us the best phone number and time to contact you directly.

Thank you,

Care Response Team

So they _really_ appreciate communication with Lefty, but also _really_ don't want to have a written record of this conversation. And what follows is only a "little" white lie. But all for a good and just cause, right?

From: Lefty Insider [mailto: lefty@insiderpub.io]
Sent: Tuesday, February 11, 2025 8:39 AM
To: 'Care Response' <RES_careresponse@charpectrum.com>
Subject: RE: Your Charpectrum Concern

Care Response Team,
To be more clear, I do not wish to speak with you on the phone, because I am currently unable to transmit a clear voice. So then let's move this conversation to a secure site, like I use for tax preparation, banking, and medical messaging.
Surely a multibillion dollar corporation has a secure communication vehicle.
I can log in using my existing Charpectrum account, or create a new one.
PS. My communications, and I suspect yours, with the FCC and DATCP are via clear text email, and not secured or encrypted in any manner.
Lefty

And then Lefty doubled down.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Wednesday, February 12, 2025 12:40 PM

To: 'Care Response' RES_careresponse@charpectrum.com

Subject: RE: Your Charpectrum Concern

Care Team,

I received yet another voice mail message from you today, asking for a call back. This despite my previous message to you indicating that I am both unwilling and unable to speak with you over the phone due to a chronic laryngitis condition.

As a corporation I am sure that you are willing, and perhaps required, to make an ADA accommodation to speak with me textually.

Let me know what you decide,

Lefty

Then they came back at me with this:

From: Care Response [mailto:RES_careresponse@charpectrum.com]

Sent: Thursday, February 13, 2025 11:35 AM

To: lefty@insiderpub.io

Subject: RE: Your Charpectrum Concern

Lefty Insider,

We appreciate your email reply and respect your request to communicate by email only. To ensure the safety and security of your account information we will need to verbally speak with you to address your concerns further. We do have an online chat option that would be available through text only to assist with your inquiry into the rate increase by $0.01 in February 2025. We also can work with a Relay service of your choice (711, IPRelay, etc.) who may act as an intermediary to address your concern. You are welcome to call us at 920-xxx-xxxx or provide us the best phone number and time to contact you directly.

Thank you,

Care Response Team

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, February 13, 2025 12:05 PM

To: 'Care Response' RES_careresponse@charpectrum.com

Subject: RE: Your Charpectrum Concern

Care Response Team,

Online chat would be acceptable to me.

Please provide details,

Lefty

As long as I can copy the Chat logs, that is.

From: Consumer Protection Investigator [mailto: DATCP <DATCP@wisc.gov]

Sent: Friday, February 28, 2025 10:46 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: Complaint 161297 Follow-up

Good morning,

Please review the attached letter and related documents regarding the complaint you filed with the Department of Agriculture, Trade, and Consumer Protection.

Sincerely,

Consumer Protection Investigator – Mediation Unit

Division of Trade and Consumer Protection

Wisc Department of Agriculture, Trade, and Consumer Protection

Attachment: File 161297.pdf

February 28, 2025
Mr. Lefty Insider
42 No Decent Internet Drive
Exploited, WISC 500-30
lefty@insiderpub.io

RE: File 161297 (Refer to this number when contacting our agency) Charpectrum Communications Inc.
Dear Lefty Insider:
I received the enclosed response from Charpectrum Communications Inc. concerning the complaint you filed with our office.
I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three-year period. It will also assist us in monitoring practices of the business community.
Thank you for bringing your complaint to our attention.
Sincerely,
Consumer Protection Investigator Mediation Unit Bureau of Consumer Protection
Enc.: Response

February 24, 2025
SENT VIA ELECTRONIC MAIL
Consumer Protection Investigator Department of Agriculture, Trade, and Consumer Protection
RE: Mr. Lefty Insider File Number: 161297
Dear Consumer Protection Investigator:
Charpectrum Communications, Inc.! ("Charpectrum") hereby submits its response in the above-referenced matter.
Mr. Insider is dissatisfied that his monthly rate increased by one cent. As Charpectrum introduced new packages, we made the decision to increase the cost of some services by one cent each month in order to make our pricing in round numbers. Mr. Insider's base rate for Charpectrum Internet service went from $87.99 to $88.00 per month. Advance notice was provided to all customers on their billing statement the month prior to the rate increase going into effect.
A representative contacted Mr. Insider and informed him that his overall monthly rate was impacted by a company-wide rate adjustment. Mr. Insider has been accurately billed and has the best rate available for his current level of service.
Please do not hesitate to contact us with any further questions.
Respectfully submitted, /s/ Vice President, Law – Regulatory
cc: Mr. Lefty Insider
42 No Decent Internet Drive
Exploited, WISC 500-30
lefty@insiderpub.io

So Lefty just filed this complaint to screw with them. But wait…there's more.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, February 28, 2025 11:41 AM

To: Consumer Protection Investigator4- DATCP' <DATCP@wisc.gov>

Cc: 'AG@ag.wisc.gov':, 'DATCP Hotline' <DATCPHotline@wisc.gov>

Subject: RE: Complaint 161297 Follow-up

"Charpectrum Communications, Inc. ("Charpectrum") hereby submits its response in the above-referenced matter. As Charpectrum introduced new packages, we made the decision to increase the cost of some services by one cent each month in order to ***make our pricing in round numbers****. Advance notice was provided to all customers on their billing statement the month prior to the rate increase going into effect.* ***A representative contacted Mr. Insider and informed him that his overall monthly rate was impacted by a company-wide rate adjustment."***

DATCP,

Ah, the novel "*round number price increase excuse,"* and somehow **advance notice** of this is a justification or perhaps a concession. Perhaps if they were not a monopoly, a customer would have any opportunity to find an alternative, but alas this is not true for most all WISCites, nor most Americans for that matter.

As for what the representative informed me, you can view the chat log I recorded, recreated, and clarified below and determine if that is in fact what actually happened.

Lefty

Bot - Choose from a topic below or type a specific question.

Lefty - I have a question about my billing.

Bot - What would you like to do with your bill?

Bot - What else can we help with?

Lefty - Why did my bill increase?

Bot - How can we help you with your bill?

Lefty - Explain changes in my bill

Bot - Sorry you're having trouble. You can view a breakdown of charges by selecting Bill Breakdown. Once on that page, go to "Expand All Items."

Bot - Did that help?

Lefty - No, that didn't help

Bot -Which bill are you having trouble with?

Lefty - Internet

Bot - Which of these best describes your question:

Lefty - My rate increased

Bot - At Charpectrum, we work hard on your behalf to keep prices as low as possible. Statement notifications are sent out 30 days in advance of any price change in the Charpectrum News section.

Bot - Is there anything else we can help you with?

Lefty - I have another question

Bot - What else can we help with?

Lefty - I want a better explanation of my price increase.

Bot - How can we help you with your bill?

Lefty - Explain changes in my bill

Bot -Sorry you're having trouble. You can view a breakdown of charges by selecting Bill Breakdown. Once on that page, go to "Expand All Items."

Bot - Did that help?

Lefty - No, that didn't help

Bot - Which bill are you having trouble with?

Lefty - Internet

Bot - Which of these best describes your question:

Lefty - My rate increased.

Bot - At Charpectrum, we work hard on your behalf to keep prices as low as possible. Statement notifications are sent out 30 days in advance of any price change in the Charpectrum News section.

Bot - Is there anything else we can help you with?

Lefty - Please connect me with an agent

Bot - This chat may be recorded for quality and security purposes.

Bot - An agent can be with you shortly, would you like to wait?

Lefty - I'd like to wait for an agent

Bot - Thanks for your patience. You'll be connected to the first available agent.

Bot - Estimated wait time

Bot - 2–5 min wait

Bot - You're near the front of the line -- please respond if you want to speak to someone.

Lefty - Yes

Bot - We're currently experiencing long wait times. We'll check in when you're next.

Lefty - I'd like to wait for an agent

Bot - Thanks for your patience. You'll be connected to the first available agent.

Bot -You're near the front of the line -- please respond if you want to speak to someone.

Lefty - Yes

Bot - We're currently experiencing long wait times. We'll check in when you're next.

Bot - Hi, you're connected with an Agent

Agent -Hello! Thank you for taking the time to chat into Charpectrum today! My name is Barrett with Charpectrum Residential Billing Support out of Ohio and it is my pleasure to assist you today with your account needs. Can you verify your name is Lefty and you are contacting us for explaining a bill?

Lefty - Yes this is Lefty

Agent -Nice to meet you, Lefty! Thank you so very much for verifying. Before we get started, I would like to make sure you are taking advantage of our account notifications and service alerts if that's okay. What is the best email address and phone number for you please?

Lefty - Now that you know who I am, are you a Chat bot or a person?

Agent -I am a person.

Lefty - How do I know this for sure?

Agent -Great question! I can assure you that I am a live billing agent. A real boy lol!

Lefty - How very Pinocchio of you!

Lefty – You could still just be an AI that had the text of the book Pinocchio fed into your LLM. Your bosses/programmers could have scraped this 100 plus year old book from a public domain database.

Agent – I have nothing to say about that.

Lefty - Meanwhile, what is the justification for this price increase?

Agent -I certainly understand how a change in your price can be very alarming. I would be more than happy to look into the cause of the increase for you today. Would you mind allowing me a few moments to review your account?

Lefty - Fine.

Agent -Greatly appreciated!

Agent -Thank you for allowing me the time to review your account today! I see that the $0.01 increase that you are seeing is due to a companywide rate adjustment that was advertised on the December 27th billing statement. This increase is due to the rising cost of doing business as well as our ever growing infrastructure investments to make sure that we are able to continue providing the services to our customers.

Lefty - You say due to rising costs, what exactly are these costs?

Agent -That is a great question! This would be the cost of the economy. With the rising cost of gas and inflation, it costs us more to be able to send technicians on field calls and to assist customers with outages and service issues as well as costs of shipping equipment etc.

Lefty - But I don't use any of your streaming services

Agent -Well some people do.

Lefty - So I pay for everyone else that you license streaming TV content for?

Agent -Yes, that is the way it works.

Lefty - Does this impact all your approx. 1.5 million Wisc customers?

Agent -Excellent question! That is correct.

Agent -This increase was companywide so it affected all of our customers.

Lefty - So in Wisc this is an ill-gotten $15,000 annual windfall?

Agent -This is an increase for all of our customers in all states.

Lefty – Well those dollars would run fiber optic cable in my subdivision so that I (we) could actually get the 1000/1000 Mbps being payed $108 per month for, which is more than anywhere else around the state or even the country.

Agent -I am not sure what you are asking.

Lefty - So beyond locally in this state, there are hundreds of thousands of dollars more monies being collected for Charpectrum, each and every year?

Agent -I am not sure what you are asking.

Lefty – I believe that if this surplus money were actually invested in your networks, I would have better Internet speeds and latencies. What is to say you won't just use this money for stock buybacks, C-Suite compensation, or investor dividends?

Agent –The answer to that question is above my paygrade.

Lefty - I am on a fixed income, what are the costs that I am already not paying for?

Agent -Excellent question! It is the same costs, however the cost for us to provide service has gone up like everything else has. So we have had to adjust some of our pricing due to that.

Lefty –Riddle me this Pinocchio boy, if Charpectrum is right now getting $108 per month from me for this half-assed 1000/35 HFC cable Internet connection, (about 500/35 Mbps actual with 30-60 ms unloaded latencies), absent any fair market competition or government regulation from the FCC and/or the PSC to drive innovation and investments, why would Charpectrum spend hundreds of thousands of dollars to run fiber optic cable for symmetrical speeds into my 30-home subdivision only to collect the same $108 or less?

Agent -They probably would not.

Lefty -My FCC required broadband label says 1 Gbps ***plus*** download, 35 Mbps or ***higher*** upload and 20 ms typical latency. Yet, my averaged results across four machines, four OS's, and two browsers on a full 2.5 Gbps local network is 501 Mbps download, 38 upload, and an average latency of 30 ms (although 60 ms unloaded RTT pings are not uncommon) So what good are they?

Agent - I certainly understand where you are coming from.

Lefty - How is it possible that I, or those in the dozens of communities in this county with far, far, worse Internet connectivity speeds, will ever get 1000/1000 Mbps or better Internet connectivity??

Agent -You probably will not.

Lefty - There was a time when companies needed to earn a price increase, and not just strive to satisfy quarterly Wall Street investor expectations.

Agent - Thank you so very much for allowing me to assist you.

Lefty - What we want, and deserve, short of lower cost Community and Municipal based Open Access Networks, is for the incumbents like Charpectrum, Comcast, TDS, AT&T, and Frontier, to compete and innovate for our dollars. As Pres. Biden said: "Capitalism without competition is exploitation.

Agent - It has been a true pleasure chatting with you! Today we have discussed the recent increase of $0.01 companywide. Is there anything else I can assist you with today?

Lefty - No, I am just disappointed that poor service and poor performance can be **self-rewarded** with an unearned price increase.

Agent -I certainly understand. Thank you very much for allowing me the opportunity to assist you today! For any future needs, please visit Charpectrum.net or the My Charpectrum App to manage your account, view statements, and make payments at your own convenience. Have a wonderful day!

Agent -Thank you, have a great day!

Bot -Your chat has ended

Now let us get back to what the holdup is with getting this Public Records Request info. Lefty now has to keep multiple balls in the air at the same time in his quest.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Sunday, March 2, 2025 10:35 AM

To: 'Legislative Assistant' Leg_Assist@legis.wisc.gov

Subject: Responses to Public Records Requests

Legislative Assistant,

So the DOJ is quite transparent about this.

From https://www.doj.state.wisc.us/sites/default/files/office-open-government/Response%20Time%20Reports/2025_1_PRR_final%281%29.pdf

January 2025 Response Times

Mean (Average) Response Time 61.94 Calendar Days

Do you know of any such a site for the DATCP?

I have been unable to discover such a site.

Thanks,

Lefty

From: 'Legislative Assistant' [mailto: Leg_Assist@legis.wisc.gov]

Sent: Tuesday, March 18, 2025 8:13 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Responses to Public Records Requests

Response from DATCP:

"Legislative Assistant, we do not have anything similar to what DOJ has. I do know that Mr. Insider's request is very large (2,672 pages of records) and thus the Division did not start producing the records until they had confirmation the invoice was paid. The department has reached out to Mr. Insider to provide him an update. Additionally, the Senators office has also made an inquiry regarding Mr. Insider's request."

Please note this update was from 3/7. I was out of the office all last week so I am now catching up on emails.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, March 18, 2025 8:48 AM

To: 'Legislative Assistant' Leg_Assist@legis.wisc.gov

Cc: 'State Sen' Sen@legis.wisc.gov; 'Rep.<Rep legis.wisc.gov>

Subject: RE: Responses to Public Records Requests

Legislative Assistant,

So the check was cashed on Jan 15. We are thus at 63 days and counting.

We are exactly 120 days from when I filed the Public Records request, and 71 days since they generated the invoice.

Not sure I believe the 2,6672 number, both because it is pages they talk about and not digital pdf files as requested, and the request is _only_ for speed complaints from _only_ Charpectrum.

Below is the position the DATCP has previously taken:

From: Consumer Protection Supervisor-DATCP [mailto: DATCP@wisc.gov]

Sent: Monday, October 07, 2024 8:36 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Internet Quality from AS20115 and AS10796

Good Morning Lefty,

"So far, we have not been able to conclusively determine that the scope of this speed complaint issue concerns anyone beyond you…"

I am close to filing a complaint on this lack of action with the DOJ.

Lefty

From: Lefty Insider [lefty@insiderpub.io]

Sent: Wednesday, March 19, 2025 11:05 AM

To: 'Records and Forms Management Specialist- DATCP'; <DATCP@wisc.gov>; DATCP Public Records' <datcppublicrecords@wisc.gov>

Cc: 'Legislative Assistant' <Leg_Assist@legis.wisc.gov>

Subject: Responses to Public Records Requests

Records and Forms Management Specialist,

What I would offer you then, since you indicate that this request is creating somewhat of a *logistical or organizational problem for you* at the DATCP, despite my payment, is my willingness to allow you to send me the records in seven tranches, one for each year requested (2018-2024) over a period of the next 30 days or so.

Let me know if this alleviates the delay for me, and works for you as well,

Lefty

From: Records and Forms Management Specialist [mailto: DATCP@wisc.gov]

Sent: Wednesday, March 19, 2025 11:47 AM

To: Lefty Insider lefty@insiderpub.io

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov

Subject: RE: Responses to Public Records Requests

Hi Lefty,

Thank you for your patience and your willingness to work with me on this. I'm happy to report I've finished reviewing and making the necessary redactions to the full 2,668 pages. There are a couple of people above me who have to look at it before I can send it, but you should receive it by the end of this week via a MS OneDrive folder.

Thank You,

Records and Forms Management Specialist

Office of Legal Counsel

Department of Agriculture, Trade, and Consumer Protection

So they are so concerned about data privacy and security that they are going to dump this data into the MS Azure cloud? Like that has never been hacked!

From: Lefty Insider [lefty@insiderpub.io]

Sent: Wednesday, March 19, 2025 12:45 PM

To: 'Records and Forms Management Specialist'- DATCP'< DATCP@wisc.gov>

Cc: 'Legislative Assistant' <Leg_Assist@legis.wisc.gov>

Subject: RE: Responses to Public Records Requests

'Records and Forms Management Specialist,

I will assume that you will provide the credentials for authenticated access.

I am not interested in personally creating an MSA to access this data.

Lefty

And then magically this email appeared.

From: 'DATCP Public Records' [mailto: datcppublicrecords@wisc.gov]

Sent: Saturday, March 22, 2025 12:27 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: 24-19xx_Responsive

Re: Wisc Public Records Law Request 24-19xx

Dear Lefty Insider:

On behalf of the records custodian for the Wisc Department of Agriculture, Trade, and Consumer Protection, below is the Department's response to your November 19, 2024 request under the Wisc public records law for the following:

All Wisc Charpectrum customer Internet speed complaints, which have been collected by your agency, the Bureau of Consumer Protection, by telephonic, letter, or online website means, in the date ranges between 2018 and 2024.

In addition to the original complaint files in pdf format, redacted as necessary, I would like to have this data by complaint number, location, and complaint date, in a .csv or .xls file.

Please find records responsive to your request here. Instructions on accessing OneDrive are attached.

Please know that the Department has redacted social security numbers, financial account numbers, health information, fact of guardianship or power of attorney, ages of older people, (NOT) and dates of birth in the enclosed responsive documents. We must withhold this information pursuant to Wis. Stat. § 19.36(1) and 42 U.S.C. § 405(c)(2)(C)(viii)(I) and the common law balancing test. See also Voces de la Frontera v. Clarke, 2017 WISC 16, ¶ 3, 373 Wis. 2d 348, 891 N.W.2d 803("…[A]ny record specifically exempted from disclosure pursuant to federal law also is exempt from disclosure under Wisc law.") and Hempel v. City of Baraboo, 2005 WISC 120, ¶ 63, 284 Wisc. 2d 162, 699 N.W.2d 551 (discussing generally the application of common law balancing test). In this case, the public interest in protecting personally

identifiable information that could lead to identity theft, intrusions on personal safety, and other unwarranted invasions of privacy outweighs any legitimate public interest in access to that information.

The Department is not required to respond to requests for information when no record exists, nor is it required to create a responsive record nor compile information from existing records. Journal Times v. City of Racine Bd. of Police and Fire Comm'rs, 2015 WISC 56, ¶ 55, 362 Wis. 2d 577, 866 N.W.2d 563 ("'[T]he public records law does not require an authority to provide requested information if no record exists, or to simply answer questions about a topic of interest to the requester.'")(internal citation omitted); Wisc. Stat. § 19.35(1)(L) (" Except as necessary to comply with pars. (c) to (e) or s. 19.36 (6) [inapplicable here], this subsection does not require an authority to create a new record by extracting information from existing records and compiling the information in a new format."; see also George v. Records Custodian, 169 Wisc. 2d 573, 579, 485 N.W.2d 460 (Ct. App 1992)("The open records law does not require the custodian to collect or compile statistics or create a record for the benefit of a requester.").

The records are being provided to you as they were to the Department and are subject to format errors. Many of the documents were redacted when the Department received them.

We are required to inform you that to the extent this amounts to a partial denial of a written request for records, it is subject to review by mandamus under Wisc. Stat. § 19.37(1), or upon application to the Attorney General or a District Attorney.

Respectfully,

Records and Forms Management Specialist

Office of Legal Counsel

Department of Agriculture, Trade, and Consumer Protection

Attachment: OneDrive Instructions_Updated_Final.pdf

Yes, it is really too bad, and disgraceful, and perhaps irresponsible, that they did not think that names, street addresses, phone numbers, and email addresses fit this privacy criteria.

From: Records and Forms Management Specialist [mailto: DATCP@wisc.gov]

Sent: Saturday, March 22, 2025 12:28 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: Records and Forms Management Specialist - DATCP shared the folder "24-19xx_Lefty_Insider_CP" with you

Records and Forms Management Specialist- DATCP invited you to view a folder

Here's the folder that Records and Forms Management Specialist - DATCP shared with you.

24-19xx_Lefty_Insider_CP

From: State of Wisc (via Microsoft) [mailto:account-security-noreply@accountprotection.microsoft.com]
Sent: Saturday, March 22, 2025 8:17 AM
To: lefty@insiderpub.io
Subject: Your State of Wisc account verification code

State of Wisc

Account verification code

To access **State of Wisc**'s apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

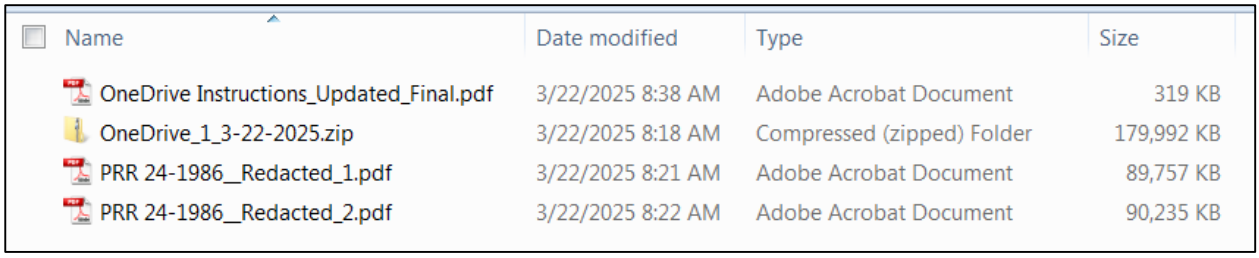
Account verification code:

29925XXX

If you didn't request a code, you can ignore this email.

Privacy Statement Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

After scanning the zip file with Malware Bytes, it revealed two files of about 90 MB each.



Name	Date modified	Type	Size
OneDrive Instructions_Updated_Final.pdf	3/22/2025 8:38 AM	Adobe Acrobat Document	319 KB
OneDrive_1_3-22-2025.zip	3/22/2025 8:18 AM	Compressed (zipped) Folder	179,992 KB
PRR 24-1986__Redacted_1.pdf	3/22/2025 8:21 AM	Adobe Acrobat Document	89,757 KB
PRR 24-1986__Redacted_2.pdf	3/22/2025 8:22 AM	Adobe Acrobat Document	90,235 KB

From: Lefty Insider [lefty@insiderpub.io]

Sent: Sunday, March 23, 2025 2:40 PM

To: 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director'- DATCP' <director@wisc.gov>; 'Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]; 'Consumer Protection Associate Lead' <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>';'FCC' <consumercomplaints@fcc.gov>

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov> Rep.<Rep legis.wisc.gov; Sen. <Sen. Legis.wisc.gov>

Bcc: 'PSC Consumer Affairs Mail' <PSCConsumerAffairsMail@wisc.gov>; 'PSC Utility Regulation' utilReg@wisc.gov'; 'PSCAccounting@wisc.gov'; 'dojcomms@doj.state.wisc.us'; 'AG'ag@doj.state.wisc.us'; 'Wisc Consumer Protection' <consumerprotect@doj.state.wisc.us>

Subject: RE: Records and Forms Management Specialist- DATCP shared the folder "24-19xx_Lefty_Insider_CP" with you PART ONE

Importance: High

WARNING PUBLIC DISCLOSURE OF PERSONAL INFORMATION IS ATTACHED - CONFIDENTIALLY IS REQUIRED.

Records and Forms Management Specialist ,

I received the requested files related to my Public Records Request this morning, thank you to you and your team for this effort to produce this incomplete, disjointed, un-curated, and disgracefully formatted set of documents. As a former teacher I give this homework a D- grade.

So I opened the first file, to the first page. No cover page no intro, just BAM! A Citizens complaint with full personal data.

Please tell me how the attached page one satisfies my request for _speed_ only complaints, and also why it took so long, and my $140 for personal info redactions when you obviously did not do this.

I believe that some on all of this money should be returned to me.

Below is an example of what the FCC provided to me in a FOIA request:

Attachment: SAMPLE FCC FOIA COMPLAINT FILE RESULT.pdf

Now compare this to the included attachment that you sent me, times about 2000!

Also tell me why I should not make contact and inform these thousands of people of their ability and right to file a complaint with the DOJ against the DATCP for this incompetent, unwarranted, and completely unnecessary personal data exposure.

These two files do not satisfy my Public Records Request in any reasonable or appropriate manner. 2,668 pages of pdf's, with no text extraction evident, not curated or even really redacted, (very lightly) and with numerous blank pages, irrelevant, and upside down scans, and if that isn't enough, excessive duplicates, untranslated foreign languages, and numerous missing documents (my own complaints) as well. The email complaints with attachments are also missing. See PRR 24-1986__Redacted_1_Page_1090.pdf as an example of many dozens of pages. There are many dozens of pages like this as well. PRR 24-1986__Redacted_1_Page_1114.pdf

I will sort through these if I have to, but I really don't _want_ to, and that is what I thought I paid income taxes to fund the DATCP budget for, plus an insulting and excessive $140 add-on payment.

I am not sure what ineffective redaction technology you used to compile these documents, but they certainly were not OCR'd[6] which seems to me to be the first step in managing my request.

Over my many years I have learned to, and made of habit of, lowering my expectations when dealing with governmental agencies e.g. the DMV. This result however does not begin to meet even my own lowest bar of expectations.

Btw, I do need to thank you after my review of these records for my newly gained perspective (and mental depression) regarding all the other ways that this malicious, rapacious, malevolent, and deviant, monopolistic corporation so poorly treats it customers over issues _unrelated_ to speed complaints as well.

I had no real idea until just now how deceptive they are with sales tactics, dishonest with disconnections, and how devious and predatory they are with billing issues, and of service cancellations and customer residence changes.

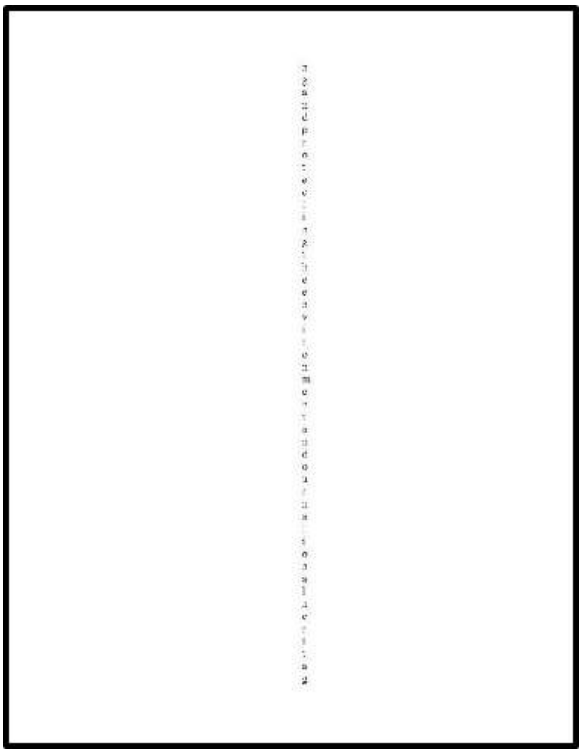
In reading these complaints, I have noticed that a great many of them are from seniors on fixed incomes and government subsidies,, so shame on Charpectrum, but also shame on you if you continue to do nothing about this.

Stay tuned, for PART TWO of this email,

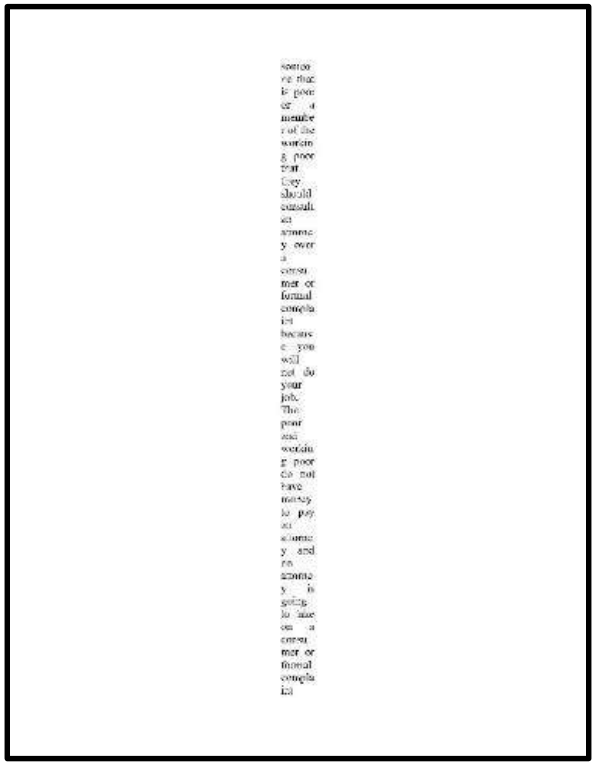
Lefty

Attachments: PRR 24-19xx__Redacted_1_Page_1090.pdf, PRR 24-19xx__Redacted_1_Page_1114.pdf, PRR 24-1986__Redacted_1._page_1pdf

[6] Optical character recognition or optical character reader (OCR) is the electronic or mechanical conversion of images of typed, handwritten or printed text into machine-encoded text,



PRR 24-1986__Redacted_1_Page_1114.pdf



PRR 24-1986__Redacted_1_Page_1090.pdf

From: Lefty Insider [lefty@insiderpub.io]

Sent: Monday, March 24, 2025 10:14 AM

To: 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director'- DATCP' <director@wisc.gov>; 'Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]; 'Consumer Protection Associate Lead' <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>';'FCC' <consumercomplaints@fcc.gov>

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov> Rep.<Rep legis.wisc.gov; Sen. <Sen. Legis.wisc.gov>

Bcc: 'PSC Consumer Affairs Mail' <PSCConsumerAffairsMail@wisc.gov>; 'PSC Utility Regulation' utilReg@wisc.gov'; 'PSCAccounting@wisc.gov'; 'dojcomms@doj.state.wisc.us'; 'AG'ag@doj.state.wisc.us'; 'Wisc Consumer Protection' <consumerprotect@doj.state.wisc.us>

Subject: RE: Records and Forms Management- DATCP shared the folder "24-19xx_Lefty_Insider_CP" with you PART TWO

Records and Forms Management Specialist,

The 54 pages of pdf images in the PRR 24-1986__Redacted_2.pdf does not satisfy my Public Records Request for a .csv. or .xls spreadsheet file of these complaints. As a former teacher give this homework a D- grade.

The attached PRR 24-1986__Redacted_2_data files.pdf represent those imaged pages you have provided which obviously are not data files I am able to manipulate or sort in any significant manner.

While I am not aware of the specifics of the Information Technology systems you have in place, as a retired computer engineer, I suspect that you do have the capability to produce these. If not as a taxpayer I would promote and support the additional systems upgrades necessary to produce 21st century outputs from the WISC DATCP.

Lefty

Attachments: DATCP Public Records Request Spreadsheet Sample.xlsx, PRR 24-19xx__Redacted_2_data files.pdf

Now, chances are that if you have been carefully following along with Lefty's battle for consumer protection against an exploitative monopoly corporation lengthy saga so far, you don't expect the response to this latest set of challenges to feckless government agency to end up reflecting any government glory of any kind. Nor would you expect any actual consumer protection, and you would anticipate the citizens open wounds to be continuously salted by the DATCP consumer protection advice to seek a local attorney for any future actions toward consumer protected relief.

Meanwhile Lefty soldiers on...and waits.

From: Lefty Insider [lefty@insiderpub.io]

Sent: Monday, March 24, 2025 5:11 PM

To: ‘Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; ‘Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director’- DATCP' <director@wisc.gov>; ‘Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]; 'Consumer Protection Associate Lead’ <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>';'FCC' <consumercomplaints@fcc.gov>

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov> Rep.<Rep legis.wisc.gov; Sen. <Sen. Legis.wisc.gov>

Bcc: 'PSC Consumer Affairs Mail' <PSCConsumerAffairsMail@wisc.gov>; 'PSC Utility Regulation' utilReg@wisc.gov'; ‘PSCAccounting@wisc.gov’; 'dojcomms@doj.state.wisc.us'; 'AG'ag@doj.state.wisc.us'; 'Wisc Consumer Protection' consumerprotect@doj.state.wisc.us

Subject: Complaint data and testing data to drive a formal investigation PART ONE

Consumer Protection Supervisor,

Over the past several years, I have completed many thousands of Internet speed tests across this county, and have shown you at the DATCP many dozens of unique test methodologies and all pointing to the same basic conclusion. That I, as well as many other WISCites, are not getting the speed that we are paying for from the Charpectrum Internet service.

Take a look at the attached FCC required label and compare it to my actual results.

I have also shown you hundreds of FCC FOIA’ D complaints, and now thousands of DATCP complaints from Wisc consumers. Exactly who is it that your mission claims to protect and serve?

Is this the point now where I have finally met your established criteria as indicated below, for a recommendation referral to the DOJ for further investigation and legal action?

From: Consumer Protection Supervisor-DATCP' [mailto: DATCP@wisc.gov]

Sent: Tuesday, May 11, 2021 9:14 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Charpectrum Communications Inc. 116518

Good Morning,

"As I stated before, your complaint is one part of a large process we use to analyze consumer protection issues. Any action by the Bureau of Consumer Protection or the Department of Justice would not be made based on this case alone."

From: Consumer Protection Supervisor-DATCP' [mailto: DATCP@wisc.gov]

Sent: Monday, October 07, 2024 8:36 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: RE: Internet Quality from AS20115 and AS10796

Good Morning Lefty,

"I am being critical of your work because I need to justify that Charpectrum's actions are such that DATCP would find it necessary to take resources away from investigating other consumer protection issues and devote them to this. To this point, I have not seen any data that suggests I would be able to do that."

These speed test results, and the thousands that preceded them, continue to indicate that it is both the pattern and practice of Charpectrum to deliver below advertised, FCC broadband labeled, and billed speeds, as well as latencies.

I will implore you once again, to protect the citizens of this state, and do your jobs!

Stay tuned for PART TWO,

Lefty

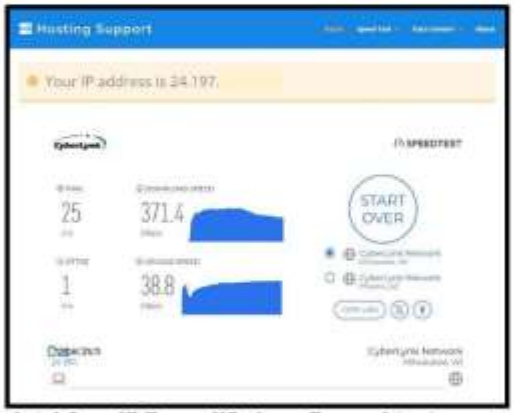
Attachments: March 4 Hosting Support speed tests.pdf, Charpectrum Bandwidth label 1gig.jpg, and NetWorx Speed Meter Router tests. JPG, Actionable data regardless of perceived accuracy.pdf, NetWorx Speed Meter Router tests2.JPG, Network Speed Meter Router tests.htm

Network: Netgear Nighthawk RAXE500 2.5 Gbps router, Qty. 2 - 2.5 Gbps Zyxel switches in series, 2.5 Gbps Hitron cable modem (200 ft. Cat 6 Ethernet runs, Cat 7 patch cables)

HP ZBook G3-1 workstation laptop Windows 7

HP ZBook G3-2 workstation laptop Windows 7

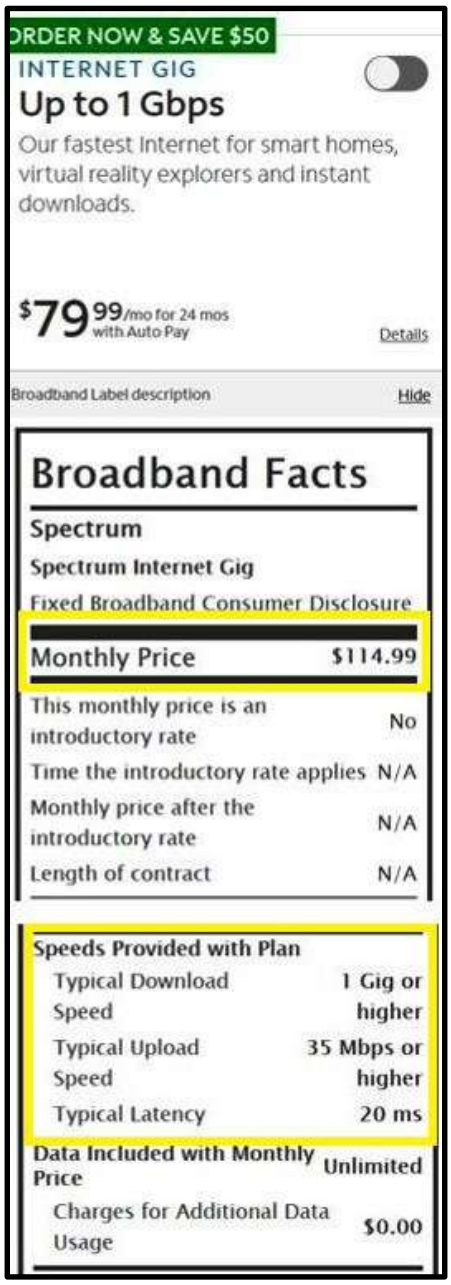
HP ZBook G3-3 workstation laptop Windows 11



Intel Core I7 Tower Windows 7 speed test

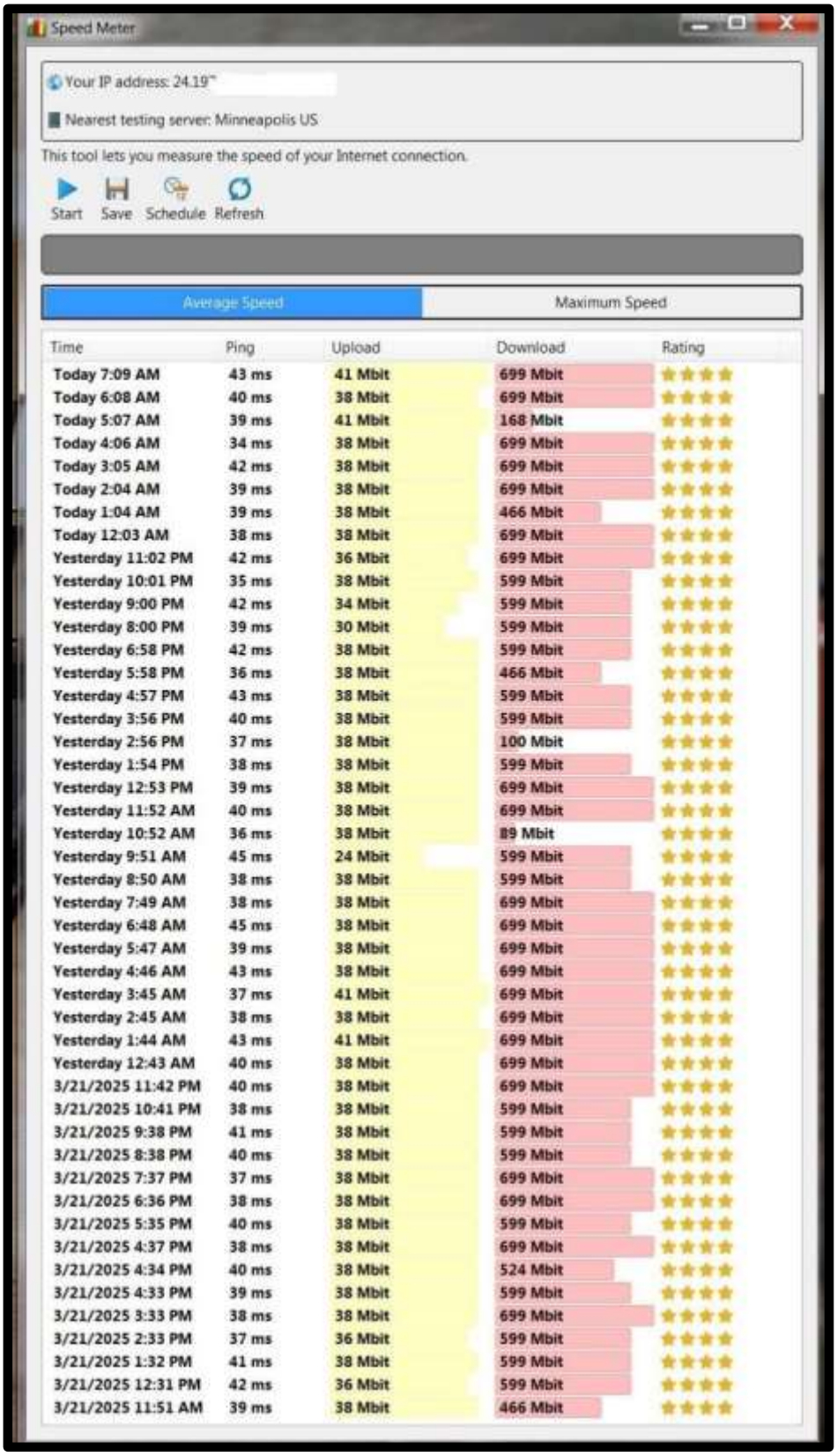
Note: All speed test run within the same hour to the same location, on an otherwise unused network connection, from a ***Charpectrum 1000/30 Mbps speed tier connection, March 4, 2024 11AM***

Hosting Support speed tests.pdf


ORDER NOW & SAVE $50
INTERNET GIG
Up to 1 Gbps
Our fastest Internet for smart homes, virtual reality explorers and instant downloads.
$79 99/mo for 24 mos with Auto Pay
Details
Broadband Label description
Hide
Broadband Facts
Spectrum
Spectrum Internet Gig
Fixed Broadband Consumer Disclosure
Monthly Price $114.99
This monthly price is an introductory rate No
Time the introductory rate applies N/A
Monthly price after the introductory rate N/A
Length of contract N/A
Speeds Provided with Plan
Typical Download Speed 1 Gig or higher
Typical Upload Speed 35 Mbps or higher
Typical Latency 20 ms
Data Included with Monthly Price Unlimited
Charges for Additional Data Usage $0.00

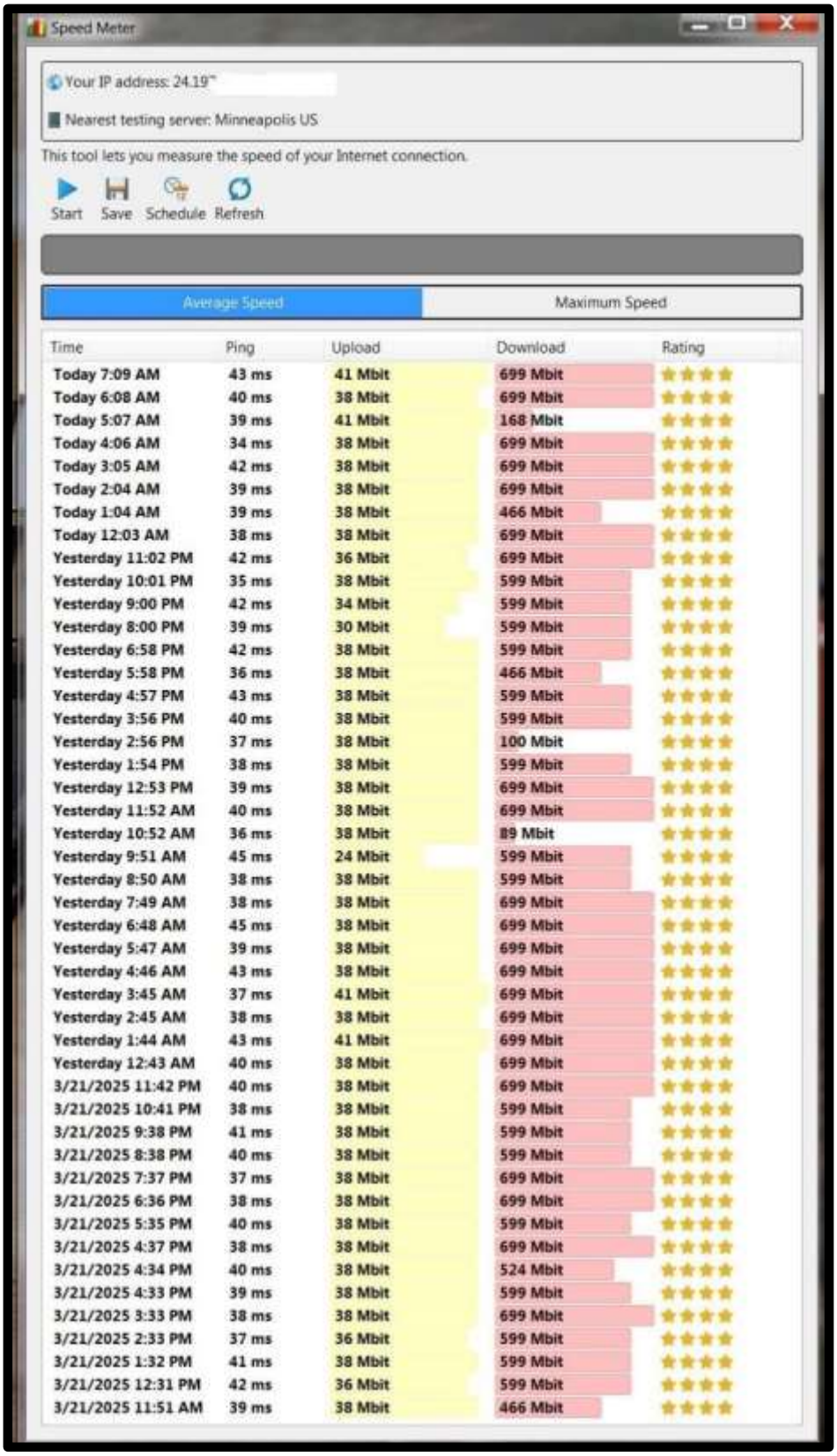
Charpectrum Bandwidth label 1gig.jpg

Of course this label is buried deep in their website and difficult for a consumer to discover, continuing this monopoly's past pattern and practice of ***malicious compliance*** with FCC regulations.



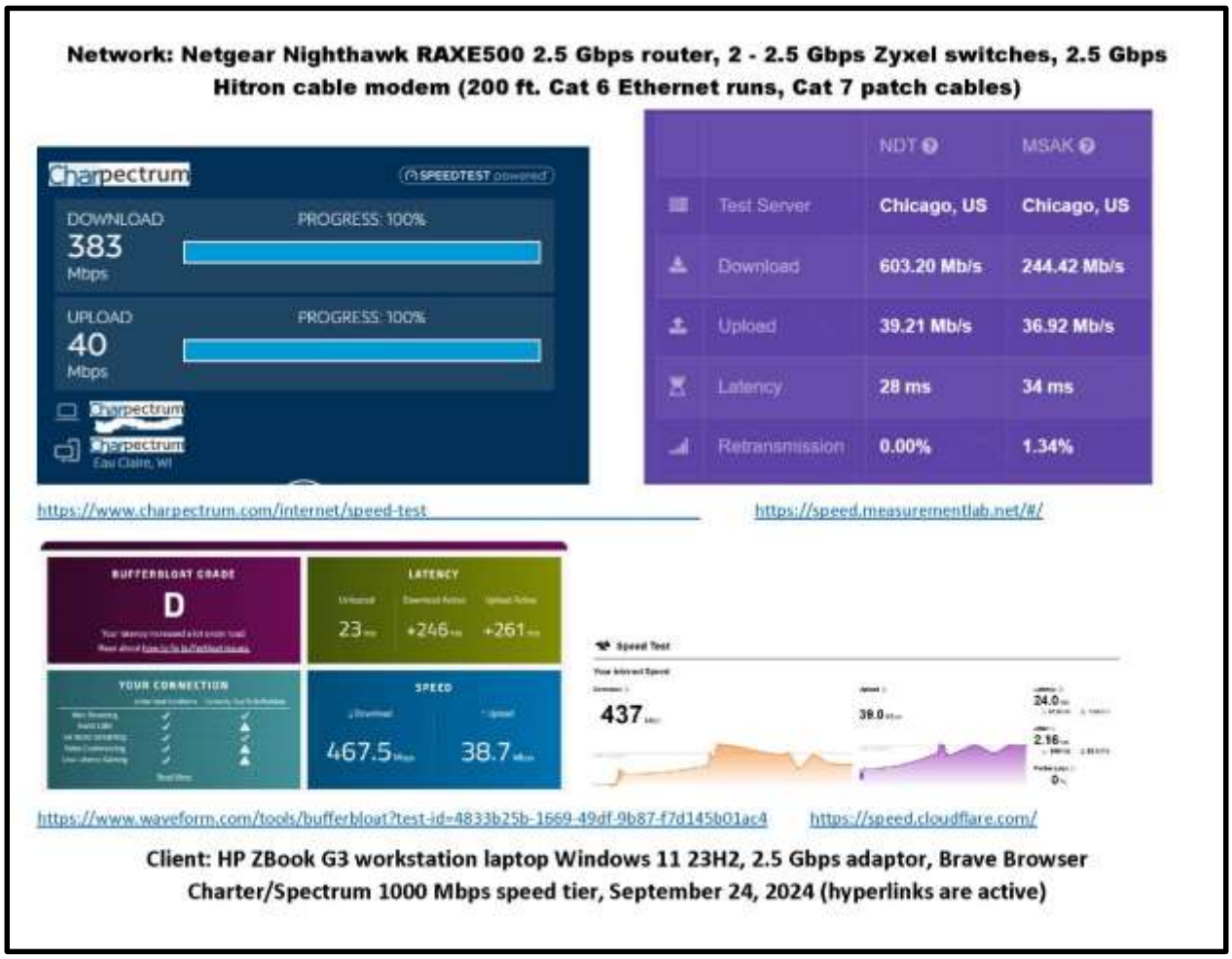
Time	Ping	Upload	Download	Rating
Today 7:09 AM	43 ms	41 Mbit	699 Mbit	
Today 6:08 AM	40 ms	38 Mbit	699 Mbit	
Today 5:07 AM	39 ms	41 Mbit	168 Mbit	
Today 4:06 AM	34 ms	38 Mbit	699 Mbit	
Today 3:05 AM	42 ms	38 Mbit	699 Mbit	
Today 2:04 AM	39 ms	38 Mbit	699 Mbit	
Today 1:04 AM	39 ms	38 Mbit	466 Mbit	
Today 12:03 AM	38 ms	38 Mbit	699 Mbit	
Yesterday 11:02 PM	42 ms	36 Mbit	699 Mbit	
Yesterday 10:01 PM	35 ms	38 Mbit	599 Mbit	
Yesterday 9:00 PM	42 ms	34 Mbit	599 Mbit	
Yesterday 8:00 PM	39 ms	30 Mbit	599 Mbit	
Yesterday 6:58 PM	42 ms	38 Mbit	599 Mbit	
Yesterday 5:58 PM	36 ms	38 Mbit	466 Mbit	
Yesterday 4:57 PM	43 ms	38 Mbit	599 Mbit	
Yesterday 3:56 PM	40 ms	38 Mbit	599 Mbit	
Yesterday 2:56 PM	37 ms	38 Mbit	100 Mbit	
Yesterday 1:54 PM	38 ms	38 Mbit	599 Mbit	
Yesterday 12:53 PM	39 ms	38 Mbit	699 Mbit	
Yesterday 11:52 AM	40 ms	38 Mbit	699 Mbit	
Yesterday 10:52 AM	36 ms	38 Mbit	89 Mbit	
Yesterday 9:51 AM	45 ms	24 Mbit	599 Mbit	
Yesterday 8:50 AM	38 ms	38 Mbit	599 Mbit	
Yesterday 7:49 AM	38 ms	38 Mbit	699 Mbit	
Yesterday 6:48 AM	45 ms	38 Mbit	699 Mbit	
Yesterday 5:47 AM	39 ms	38 Mbit	699 Mbit	
Yesterday 4:46 AM	43 ms	38 Mbit	699 Mbit	
Yesterday 3:45 AM	37 ms	41 Mbit	699 Mbit	
Yesterday 2:45 AM	38 ms	38 Mbit	699 Mbit	
Yesterday 1:44 AM	43 ms	41 Mbit	699 Mbit	
Yesterday 12:43 AM	40 ms	38 Mbit	699 Mbit	
3/21/2025 11:42 PM	40 ms	38 Mbit	699 Mbit	
3/21/2025 10:41 PM	38 ms	38 Mbit	599 Mbit	
3/21/2025 9:38 PM	41 ms	38 Mbit	599 Mbit	
3/21/2025 8:38 PM	40 ms	38 Mbit	599 Mbit	
3/21/2025 7:37 PM	37 ms	38 Mbit	699 Mbit	
3/21/2025 6:36 PM	38 ms	38 Mbit	699 Mbit	
3/21/2025 5:35 PM	40 ms	38 Mbit	599 Mbit	
3/21/2025 4:37 PM	38 ms	38 Mbit	699 Mbit	
3/21/2025 4:34 PM	40 ms	38 Mbit	524 Mbit	
3/21/2025 4:33 PM	39 ms	38 Mbit	599 Mbit	
3/21/2025 3:33 PM	38 ms	38 Mbit	699 Mbit	
3/21/2025 2:33 PM	37 ms	36 Mbit	599 Mbit	
3/21/2025 1:32 PM	41 ms	38 Mbit	599 Mbit	
3/21/2025 12:31 PM	42 ms	36 Mbit	599 Mbit	
3/21/2025 11:51 AM	39 ms	38 Mbit	466 Mbit	

NetWorx Speed Meter Router tests.JPG

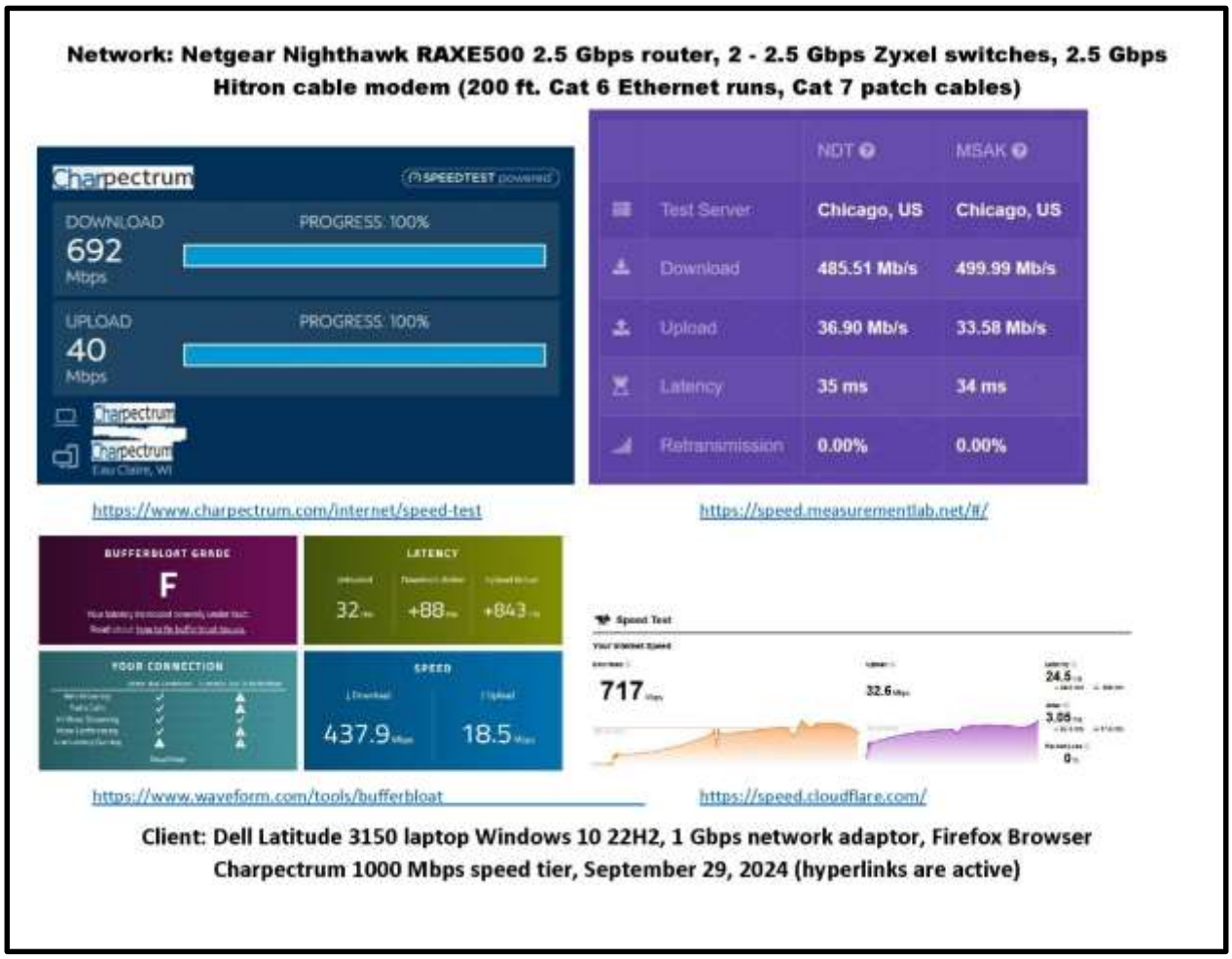


Time	Ping	Upload	Download	Rating
Today 7:09 AM	43 ms	41 Mbit	699 Mbit	
Today 6:08 AM	40 ms	38 Mbit	699 Mbit	
Today 5:07 AM	39 ms	41 Mbit	168 Mbit	
Today 4:06 AM	34 ms	38 Mbit	699 Mbit	
Today 3:05 AM	42 ms	38 Mbit	699 Mbit	
Today 2:04 AM	39 ms	38 Mbit	699 Mbit	
Today 1:04 AM	39 ms	38 Mbit	466 Mbit	
Today 12:03 AM	38 ms	38 Mbit	699 Mbit	
Yesterday 11:02 PM	42 ms	36 Mbit	699 Mbit	
Yesterday 10:01 PM	35 ms	38 Mbit	599 Mbit	
Yesterday 9:00 PM	42 ms	34 Mbit	599 Mbit	
Yesterday 8:00 PM	39 ms	30 Mbit	599 Mbit	
Yesterday 6:58 PM	42 ms	38 Mbit	599 Mbit	
Yesterday 5:58 PM	36 ms	38 Mbit	466 Mbit	
Yesterday 4:57 PM	43 ms	38 Mbit	599 Mbit	
Yesterday 3:56 PM	40 ms	38 Mbit	599 Mbit	
Yesterday 2:56 PM	37 ms	38 Mbit	100 Mbit	
Yesterday 1:54 PM	38 ms	38 Mbit	599 Mbit	
Yesterday 12:53 PM	39 ms	38 Mbit	699 Mbit	
Yesterday 11:52 AM	40 ms	38 Mbit	699 Mbit	
Yesterday 10:52 AM	36 ms	38 Mbit	89 Mbit	
Yesterday 9:51 AM	45 ms	24 Mbit	599 Mbit	
Yesterday 8:50 AM	38 ms	38 Mbit	599 Mbit	
Yesterday 7:49 AM	38 ms	38 Mbit	699 Mbit	
Yesterday 6:48 AM	45 ms	38 Mbit	699 Mbit	
Yesterday 5:47 AM	39 ms	38 Mbit	699 Mbit	
Yesterday 4:46 AM	43 ms	38 Mbit	699 Mbit	
Yesterday 3:45 AM	37 ms	41 Mbit	699 Mbit	
Yesterday 2:45 AM	38 ms	38 Mbit	699 Mbit	
Yesterday 1:44 AM	43 ms	41 Mbit	699 Mbit	
Yesterday 12:43 AM	40 ms	38 Mbit	699 Mbit	
3/21/2025 11:42 PM	40 ms	38 Mbit	699 Mbit	
3/21/2025 10:41 PM	38 ms	38 Mbit	599 Mbit	
3/21/2025 9:38 PM	41 ms	38 Mbit	599 Mbit	
3/21/2025 8:38 PM	40 ms	38 Mbit	599 Mbit	
3/21/2025 7:37 PM	37 ms	38 Mbit	699 Mbit	
3/21/2025 6:36 PM	38 ms	38 Mbit	699 Mbit	
3/21/2025 5:35 PM	40 ms	38 Mbit	599 Mbit	
3/21/2025 4:37 PM	38 ms	38 Mbit	699 Mbit	
3/21/2025 4:34 PM	40 ms	38 Mbit	524 Mbit	
3/21/2025 4:33 PM	39 ms	38 Mbit	599 Mbit	
3/21/2025 3:33 PM	38 ms	38 Mbit	699 Mbit	
3/21/2025 2:33 PM	37 ms	36 Mbit	599 Mbit	
3/21/2025 1:32 PM	41 ms	38 Mbit	599 Mbit	
3/21/2025 12:31 PM	42 ms	36 Mbit	599 Mbit	
3/21/2025 11:51 AM	39 ms	38 Mbit	466 Mbit	

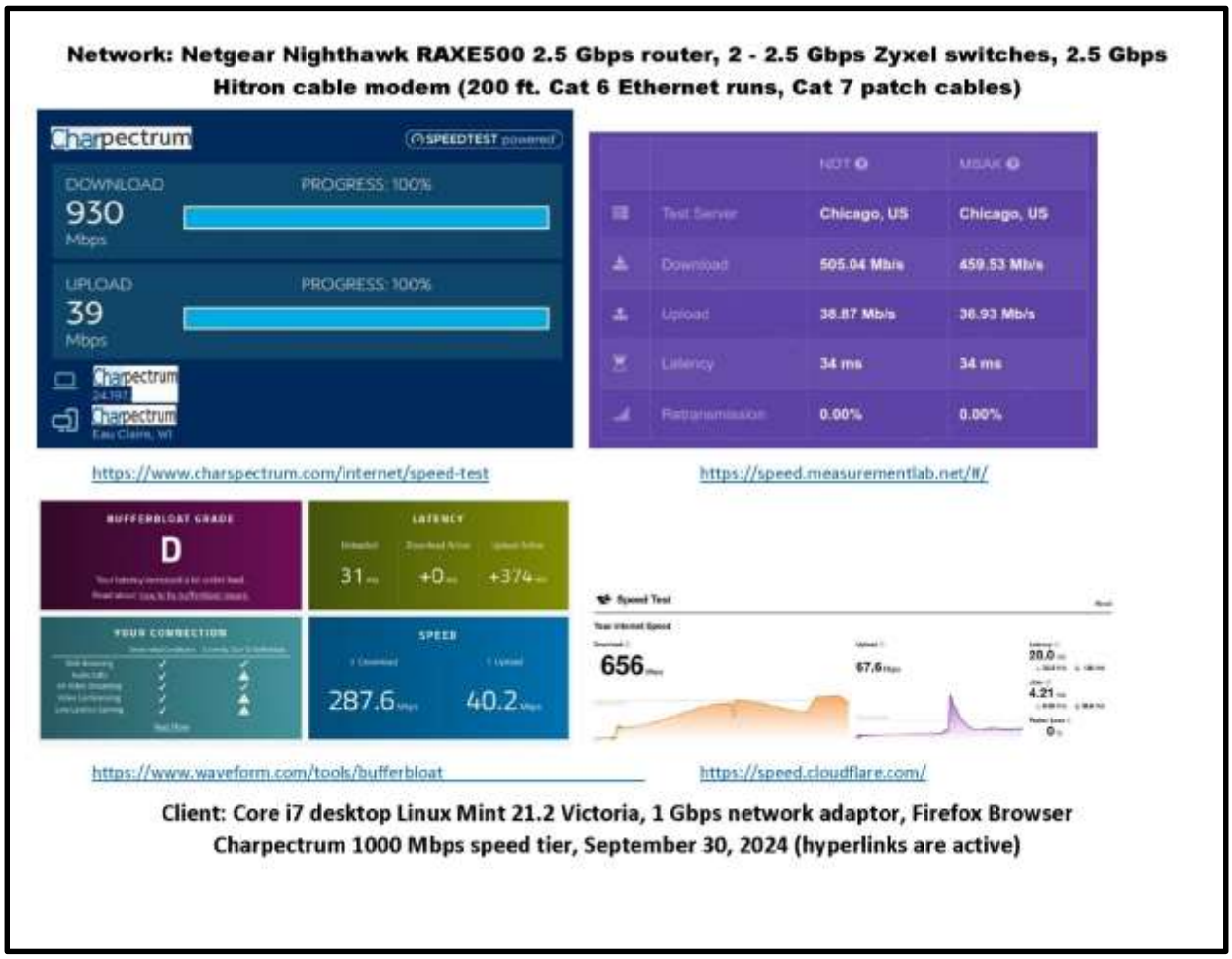
NetWorx Speed Meter Router tests2.JPG



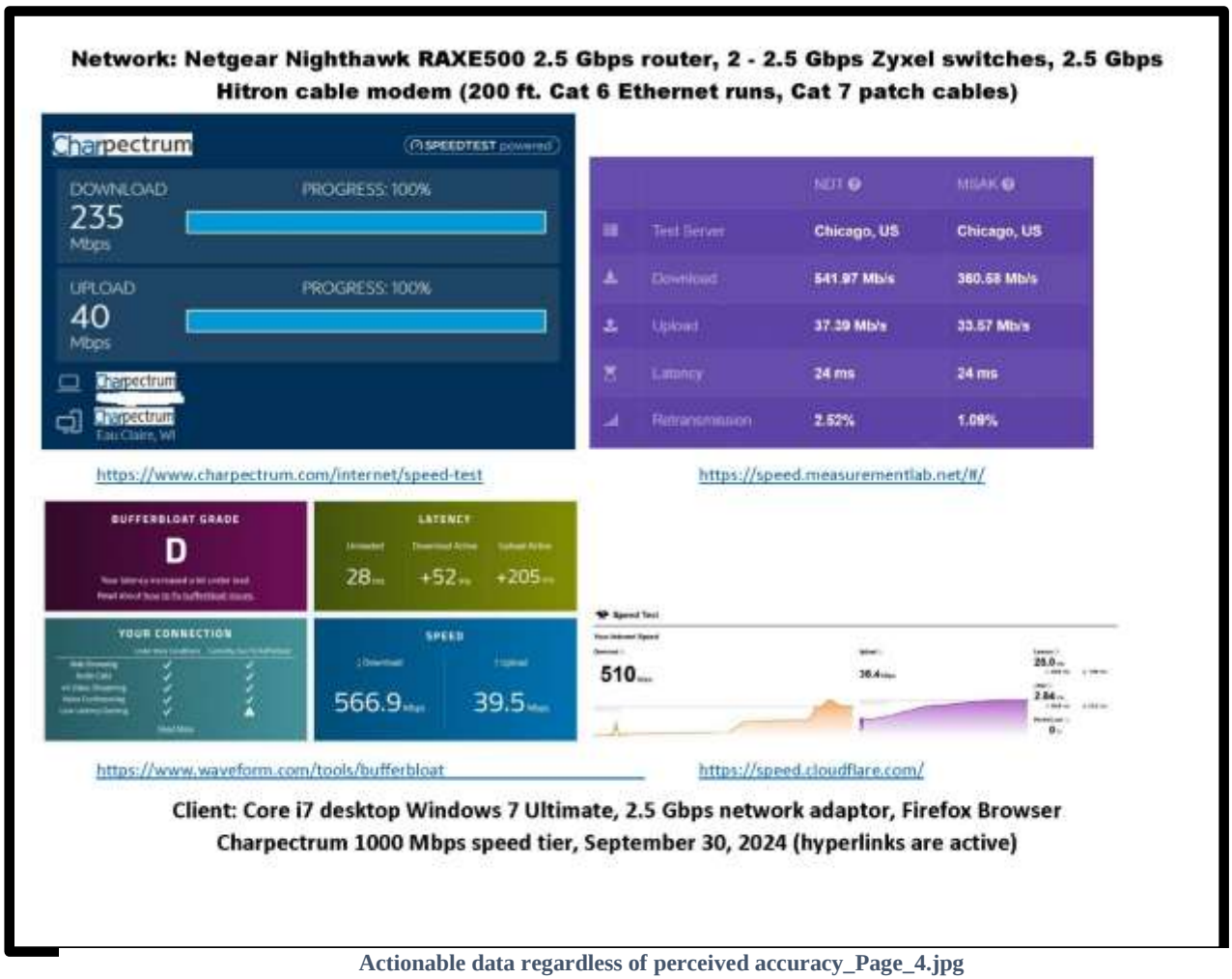
Actionable data regardless of perceived accuracy_Page_1.jpg



Actionable data regardless of perceived accuracy_Page_2.jpg



Actionable data regardless of perceived accuracy_Page_3.jpg



Actionable data regardless of perceived accuracy_Page_4.jpg

From: Lefty Insider [lefty@insiderpub.io]

Sent: Tuesday, March 25, 2025 6:46 AM

To: ‘Consumer Protection Supervisor-DATCP' <DATCP@wisc.gov>

Subject: FW: Complaint data and testing data to drive a formal investigation PART ONE

Importance: High

This is the criteria used to determine the star rating for each parameter: ping, jitter (not measured in NetWorx), download speed, and upload speed.

Ping (ms)	Jitter (ms)	Download Speed (Mbps)	Upload Speed (Mbps)	Rating
0-20	0-10	>100	>20	★★★★★
20-50	10-20	50-100	10-20	★★★★
50-100	20-30	20-50	5-10	★★★
100-150	30-50	5-20	1-5	★★
>150	>50	<5	<1	★

From: Lefty Insider [lefty@insiderpub.io]

Sent: Tuesday, March 25, 2025 10:58 AM

To: ‘Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; ‘Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director’- DATCP' <director@wisc.gov>; ‘Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator-Mediation Unit - DATCP <DATCP@wisc.gov>; 'Consumer Protection Associate Lead’ <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>';'FCC' <consumercomplaints@fcc.gov>

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov> Rep.<Rep legis.wisc.gov; Sen. <Sen. Legis.wisc.gov>

Bcc: 'PSC Consumer Affairs Mail' <PSCConsumerAffairsMail@wisc.gov>; 'PSC Utility Regulation' utilReg@wisc.gov'; ‘PSCAccounting@wisc.gov’; 'dojcomms@doj.state.wisc.us'; 'AG'ag@doj.state.wisc.us'; 'WISC Consumer Protection' consumerprotect@doj.state.wisc.us

Subject: Complaint data and testing data to drive a formal investigation PART TWO

Consumer Protection Supervisor,

You will find attached a batch of speed complaints made to the DATCP by fellow WISCites, which I have curated and have not redacted them because you won’t accept them then even from your own records. These are from the original uncollated and un-redacted Public Request made to the DATCP in November of 2024, and received last week. I was lucky to be able to pull even these 50 plus (165 pages) out of the absolute mess of 2,668 pages that they sent me as a PRR.

I cannot turn these pdf files into machine readable text due to an Adobe error message:

"Acrobat could not perform recognition (OCR) on this page because: This page contains renderable text."

Adobe's solution of converting the pdf to a tiff graphic and then back to a pdf does not work with these files.

There are probably a lot more missing, and a lot I missed because of the text not being machine readable or translated into English.

While this PRR did include my personal complaints in textual form, they did not include the attachments which I have hereby included as attachment fittingly enough called Broadband Testing.zip and DATCP Complaint Attachments.zip.

In reading these 2,668 pages of complaints, I have noticed that a great many of them are from seniors on fixed incomes, so shame on Charpectrum, but also shame on you if you continue to do nothing about this.

I need to ask you what you have done for these fellow citizens over the past six years?

I can understand how you might get numb to all these complaints, I certainly am after reading them, but you need to suck it up, like I have had to.

I will implore you once again, to protect the citizens of this state, and do your jobs!

This may be my last email on this subject, so I have invited everyone I knew to my sad dance party,

Lefty

Attachments: DATCP Complaint Attachments.zip, Broadband Testing.zip, Charpectrum Speed Complaints Binder1.pdf

-----Original Message-----

From: Mail Delivery System [mailto:Mailer-Daemon@fdl.a2u2.com]

Sent: Tuesday, March 25, 2025 11:00 AM

To: lefty@insiderpub.io

Subject: Mail delivery failed: returning message to sender

This message was created automatically by mail delivery software.

A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:

host mx2.wisc-doj.iphmx.com [68.232.149.78]

SMTP error from remote mail server after MAIL FROM:< lefty@insiderpub.io> SIZE=33824158: 552 size limit exceeded

So they apparently have their Exchange mail server to reject 33 Mb of attachments. Although some quick math shows 24 Mb of attachments in the email. Lefty has his Outlook client set to 50 Mb. So the attachments have to be split up, how inefficient.

From: Lefty Insider [lefty@insiderpub.io]

Sent: Wednesday, March 26, 2025 10:17 AM
To: 'Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director'- DATCP' <director@wisc.gov>; 'Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]; 'Consumer Protection Associate Lead' <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>';'FCC' <consumercomplaints@fcc.gov>

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov> Rep.<Rep legis.wisc.gov; Sen. <Sen. Legis.wisc.gov>

Bcc: 'PSC Consumer Affairs Mail' <PSCConsumerAffairsMail@wisc.gov>; 'PSC Utility Regulation' utilReg@wisc.gov'; 'PSCAccounting@wisc.gov'; 'dojcomms@doj.state.wisc.us'; 'AG'ag@doj.state.wisc.us'; 'Wisc Consumer Protection' consumerprotect@doj.state.wisc.us

Subject: Charpectrum Network Congestion

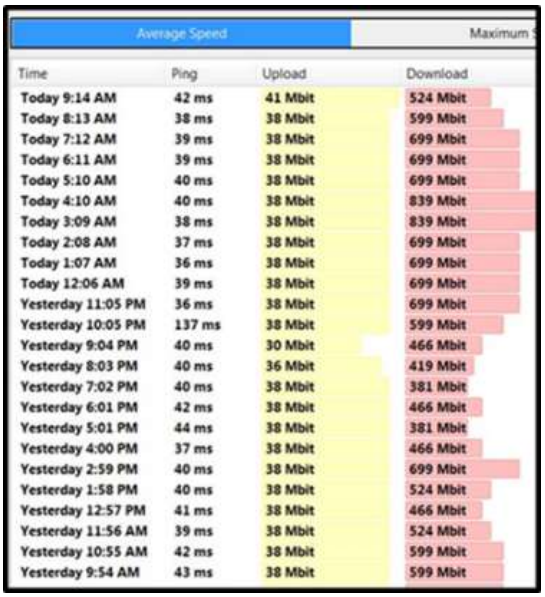
Consumer Protection Supervisor,

As you can see, speeds decline as and people wake up today.

Yesterday was the same until people go to sleep at night.

And nowhere close to Gigabit speed except at 3-4 am.

Lefty



Average Speed | Maximum

Time	Ping	Upload	Download
Today 9:14 AM	42 ms	41 Mbit	524 Mbit
Today 8:13 AM	38 ms	38 Mbit	599 Mbit
Today 7:12 AM	39 ms	38 Mbit	699 Mbit
Today 6:11 AM	39 ms	38 Mbit	699 Mbit
Today 5:10 AM	40 ms	38 Mbit	699 Mbit
Today 4:10 AM	40 ms	38 Mbit	839 Mbit
Today 3:09 AM	38 ms	38 Mbit	839 Mbit
Today 2:08 AM	37 ms	38 Mbit	699 Mbit
Today 1:07 AM	36 ms	38 Mbit	699 Mbit
Today 12:06 AM	39 ms	38 Mbit	699 Mbit
Yesterday 11:05 PM	36 ms	38 Mbit	699 Mbit
Yesterday 10:05 PM	137 ms	38 Mbit	599 Mbit
Yesterday 9:04 PM	40 ms	30 Mbit	466 Mbit
Yesterday 8:03 PM	40 ms	36 Mbit	419 Mbit
Yesterday 7:02 PM	40 ms	38 Mbit	381 Mbit
Yesterday 6:01 PM	42 ms	38 Mbit	466 Mbit
Yesterday 5:01 PM	44 ms	38 Mbit	381 Mbit
Yesterday 4:00 PM	37 ms	38 Mbit	466 Mbit
Yesterday 2:59 PM	40 ms	38 Mbit	699 Mbit
Yesterday 1:58 PM	40 ms	38 Mbit	524 Mbit
Yesterday 12:57 PM	41 ms	38 Mbit	466 Mbit
Yesterday 11:56 AM	39 ms	38 Mbit	524 Mbit
Yesterday 10:55 AM	42 ms	38 Mbit	599 Mbit
Yesterday 9:54 AM	43 ms	38 Mbit	599 Mbit

From: Lefty Insider [lefty@insiderpub.io]

Sent: Thursday, March 27, 2025 4:09 PM

To: 'Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director'- DATCP' <director@wisc.gov>; 'Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator-Mediation Unit - DATCP [mailto:datcp@wisc.gov]; 'Consumer Protection Associate Lead' <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>';'FCC' consumercomplaints@fcc.gov

Subject: Charpectrum Network Congestion redux

Consumer Protection Supervisor,

Six consecutive days of hourly router to Charpectrum testing show an average download of 586 Mbps, average upload speed of 37 Mbps, and an average unloaded RTT[7] latency of 41 ms. Loaded latency, not measured here, is much worse and can be up to 250 ms. Jitter[8] measurement are also not included, but are usually between 1 ms and 9 ms for both download and upload. Lower is better, but it can be a lot worse at times. https://www.hostingsupport.io/ This is due to the packet path is from Two Rivers, to Stevens Point, to Eau Claire, to Minneapolis, to Chicago and finally to Milwaukee!

As you recall, this is a Charpectrum 1000/35 Mbps and 20 ms Internet connection. None of these tests reach the 1000 Mbps download threshold.

The Red cells in this 148 cell spreadsheet indicate the worst performance during the day when people are using the Charpectrum network, and the Blue cells represent the best performance, typically late evenings and at 3-4 am when few are using their network.

These results are far less than:

- What is being billed for (in advance)
- What is being advertised
- What is shown and promised on the FCC Broadband Label

Am interested in hearing from you regarding the PRR complaint files I sent.

Lefty

Attachment: Windows NetWorx speed meter test results.pdf, Linux NetWorx speed meter test results.pdf

Then much later came some limited proof of life.

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[7] In telecommunications, round-trip delay (RTD) or round-trip time (RTT) is the amount of time it takes for a signal to be sent plus the amount of variation of la of that signal having been received.

[8] In telecommunications, jitter is the variation of latency over time and causes a loss of transmitted data between network devices.

From: Consumer Protection Supervisor-DATCP' [mailto:datcp@wisc.gov]

Sent: Tuesday, April 08, 2025 7:21 AM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Complaint data and testing data to drive a formal investigation PART ONE

Good Morning,

The Bureau of Consumer Protection will continue to evaluate complaints as we receive them, as well as past cases, and make determinations for action based on those evaluations.

Sincerely,

Consumer Protection Supervisor

From: Lefty Insider [lefty@insiderpub.io]

Sent: Thursday, April 10, 2025 5:03 PM

To: 'Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; 'Records and Forms Management Specialist- DATCP' <DATCP@wisc.gov>'DATCP Public Records' <datcppublicrecords@wisc.gov>; 'Supervisor- DATCP' <Supervisor@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; 'Director'- DATCP' <director@wisc.gov>; 'Consumer Protection Investigator4 - DATCP' <DATCP@wisc.gov>; 'Investigator- Mediation Unit - DATCP <DATCP@wisc.gov>; 'Consumer Protection Associate Lead' <cpalead@wisc.gov>; Consumer Protection Investigator – Mediation Unit DATCP <DATCP@wisc.gov>'

RE: Complaint data and testing data to drive a formal investigation PART ONE

"The Bureau of Consumer Protection will continue to evaluate complaints as we receive them, as well as past cases, and make determinations for action based on those evaluations."

Consumer Protection Supervisor et al,

I am not sure how you can do what you claim above considering the convoluted, incomplete, and disorganized data that is in the Public Record that I received from your agency.

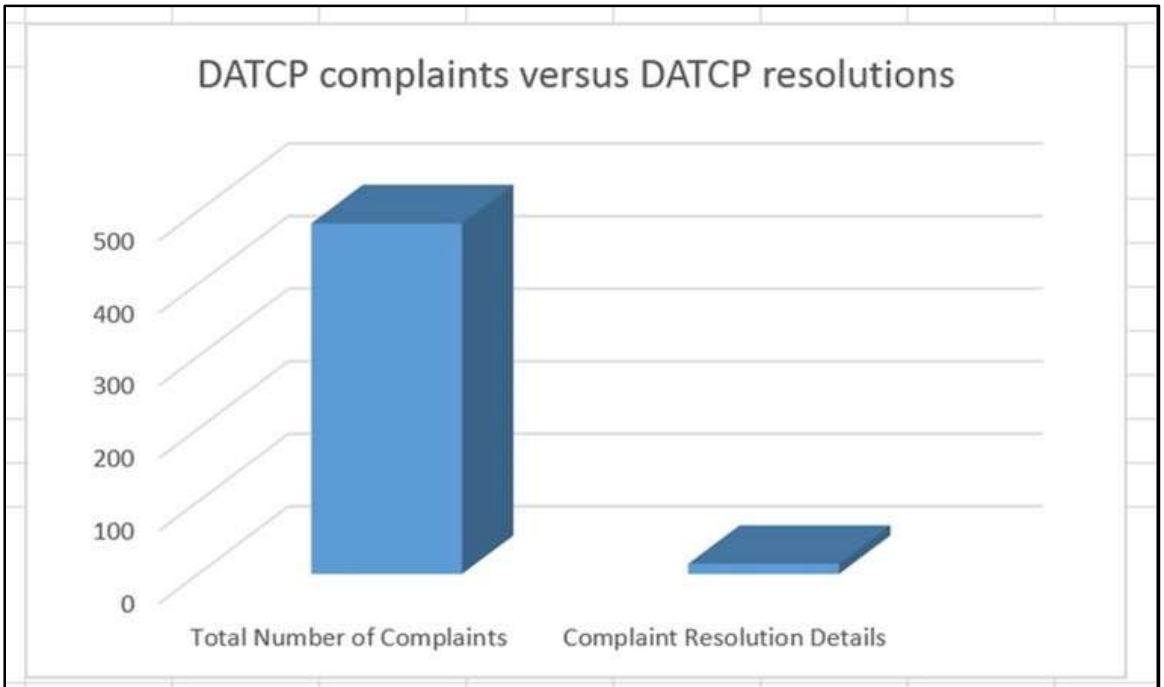
Unless of course you are working with a different database.

These determinations you claim also do not seem to be part of the public record.

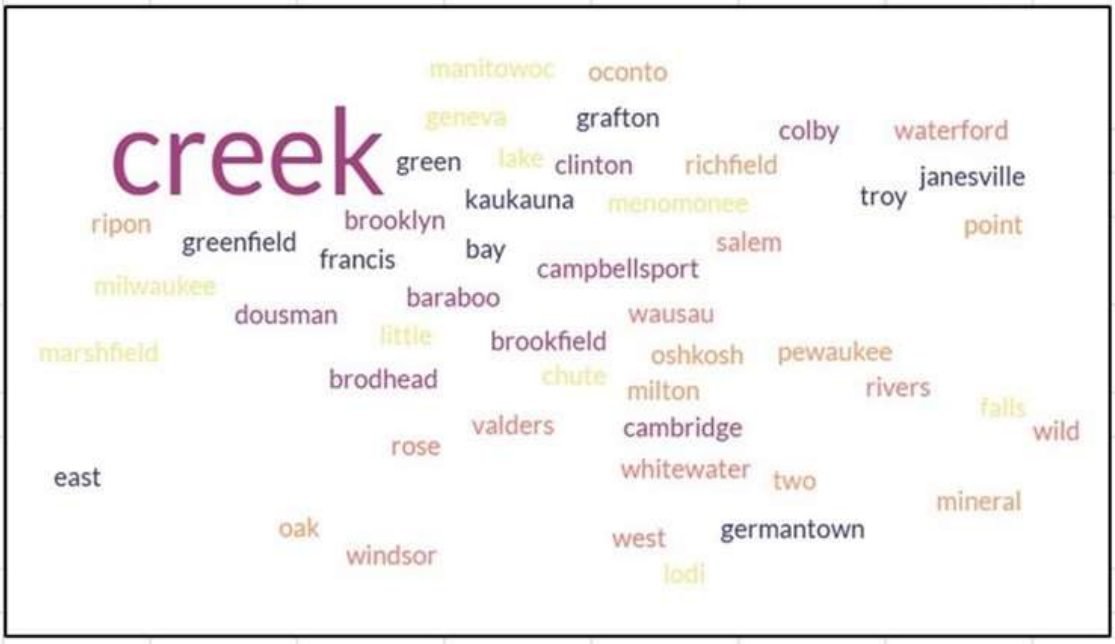
Some time and effort, on my part, spent parsing this mess of incomplete PRR "records" to see what they reveal.

Now I might concede that you responded to more complaints than this, but there is no proof of that in the records.

As for speed complaints, the word cloud below tells the tale here that this situation extends far beyond my own complaints and the hundreds of local speed test types and thousands of test results I have shared with the DATCP. Lefty



Word Cloud of Municipalities with Internet Speed Complaints



This word cloud data above applies only to Speed specific Charpectrum complaints

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 05, 2025 7:51 AM

To: Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; 'Consumer Protection' <consumerprotection@doj.state.wisc.us>; DATCP Public Records' datcppublicrecords@wisc.gov; 'DATCP Hotline' <DATCPHotline@wisc.gov>

Cc: 'Director- DATCP' <director1@wisc.gov>; 'DOJ Communications' <dojcommunications@doj.state.wisc.us>

Subject: ORB software application speed tests

Bureau of Consumer Protection / Division of Trade & Consumer Protection

Wisc Department of Agriculture, Trade, and Consumer Protection

DATCP,

I am hereby publicly filing yet another, in a series of technically supported and informative formal complaints, regarding Charpectrum. Based on my previous PRR partial fulfillment by the DATCP, these complaints are not being reflected in your publically exposed (at least to me) records of consumer complaints. They are seemingly not tracked, recorded, or even investigated by your organization. See chart below. I would hope that by now, and perhaps in part inspired by my *writ of mandamus* sent to both the AG and the County DA, that you have corrected this apparently unintentional oversight. The spreadsheet segment (from the entire PRR data) below indicates your agencies exceptionally poor past performance in recording my complaints and acting on my behalf.

Some introductory information.

This particular software testing application, identified in the subject line, was created by persons who created the Speedtest and Downdetector software applications. It uses the Cloudflare CDN, cloudflare.com, network for tests, which currently powers about one third of the total web. https://orb.net/

This is a Windows 10/11 software application and thus does not use a web browser and thus is not subject to any vagarities of the various flavors and versions of those software applications. The specifics of these browser testing problems were illuminated in previous complaints. As you can see in the tests; I have used a wired 2.5 Gbps connection for these tests and not wireless.

There are multiple things to examine here in these three screen shots which I have included as attachments.

First, test download speeds are far below the advertised and billed 1000 Mbps speed tier (unloaded)

Second, content, (or loaded) speeds that reflect the actual user experience are considerably lower than the unloaded speeds, which can be an indication of network congestion or other network performance issues.

Thirdly, in the graphic below this text you will also see responsiveness (latency) to the Internet that far exceeds the Charpectrum 20ms minimum broadband label promised number. And under a web load, goes all the way to 149 ms in the third attachment.

This is yet more of the many dozens of test methodologies, and thousands of test results over the past several years, which have been sent to you for use as scientific proof that I, as well as other Wiscites, are being financially exploited, and broadband speed and latency disadvantaged by Charpectrum with their overpriced and under delivered services.

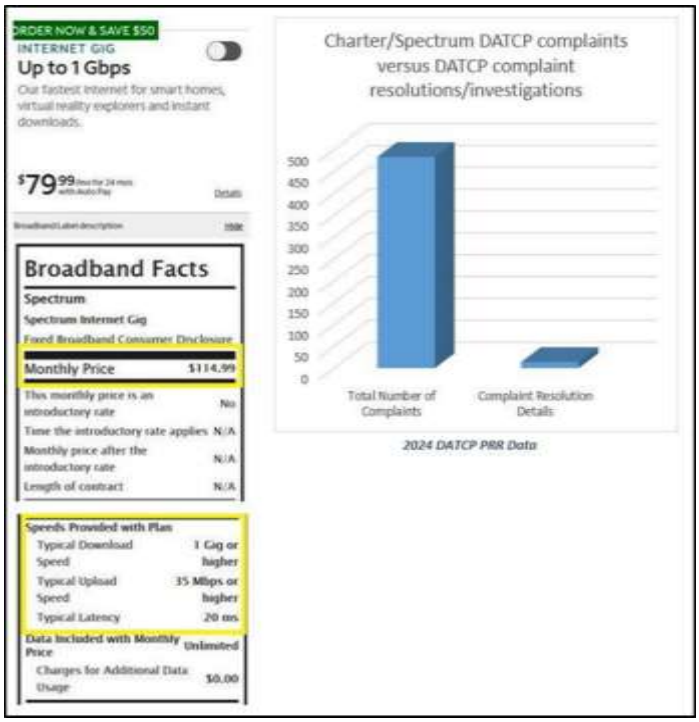
Further investigation and corrective action by the DATCP/DOJ is urgently required here.

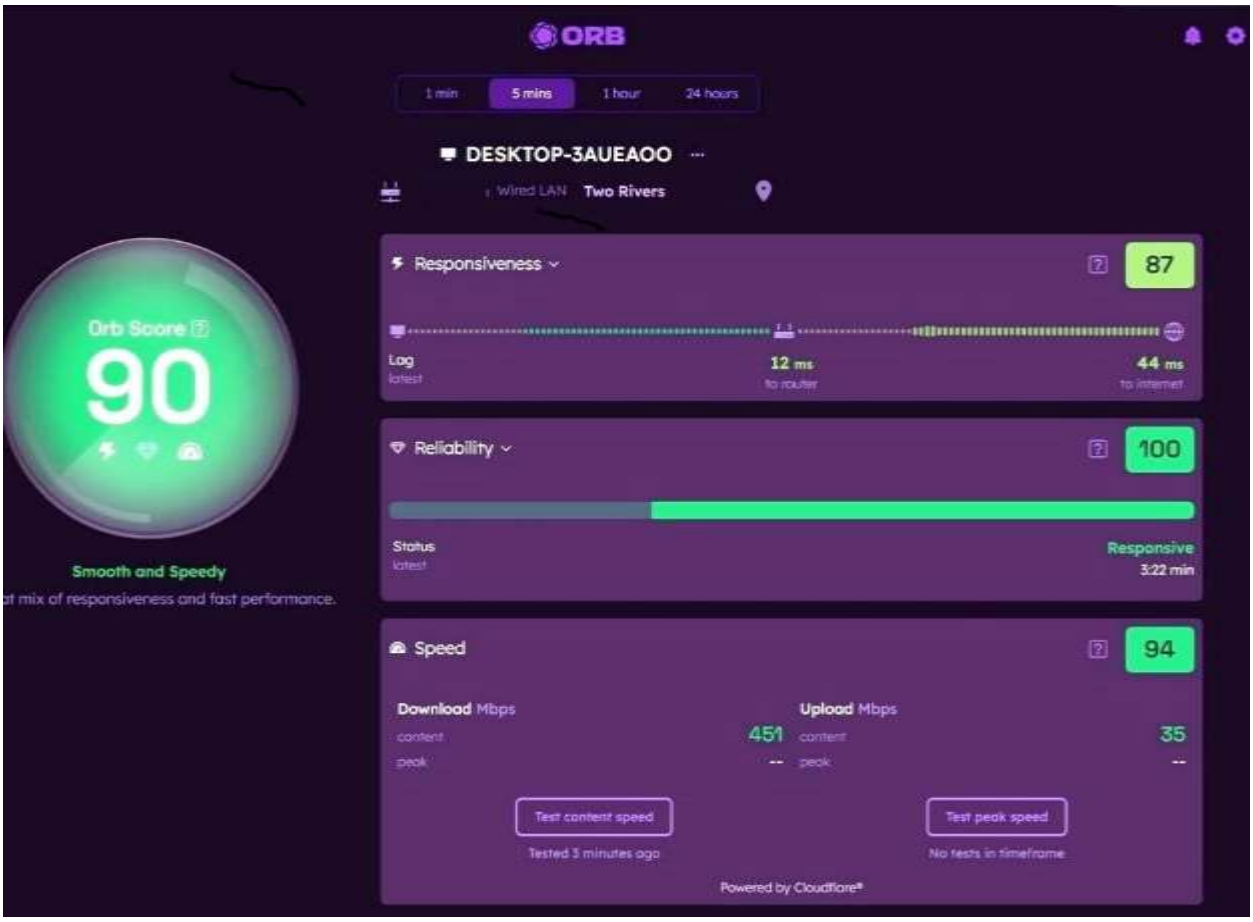
Lefty Insider

42 No Decent Internet Drive

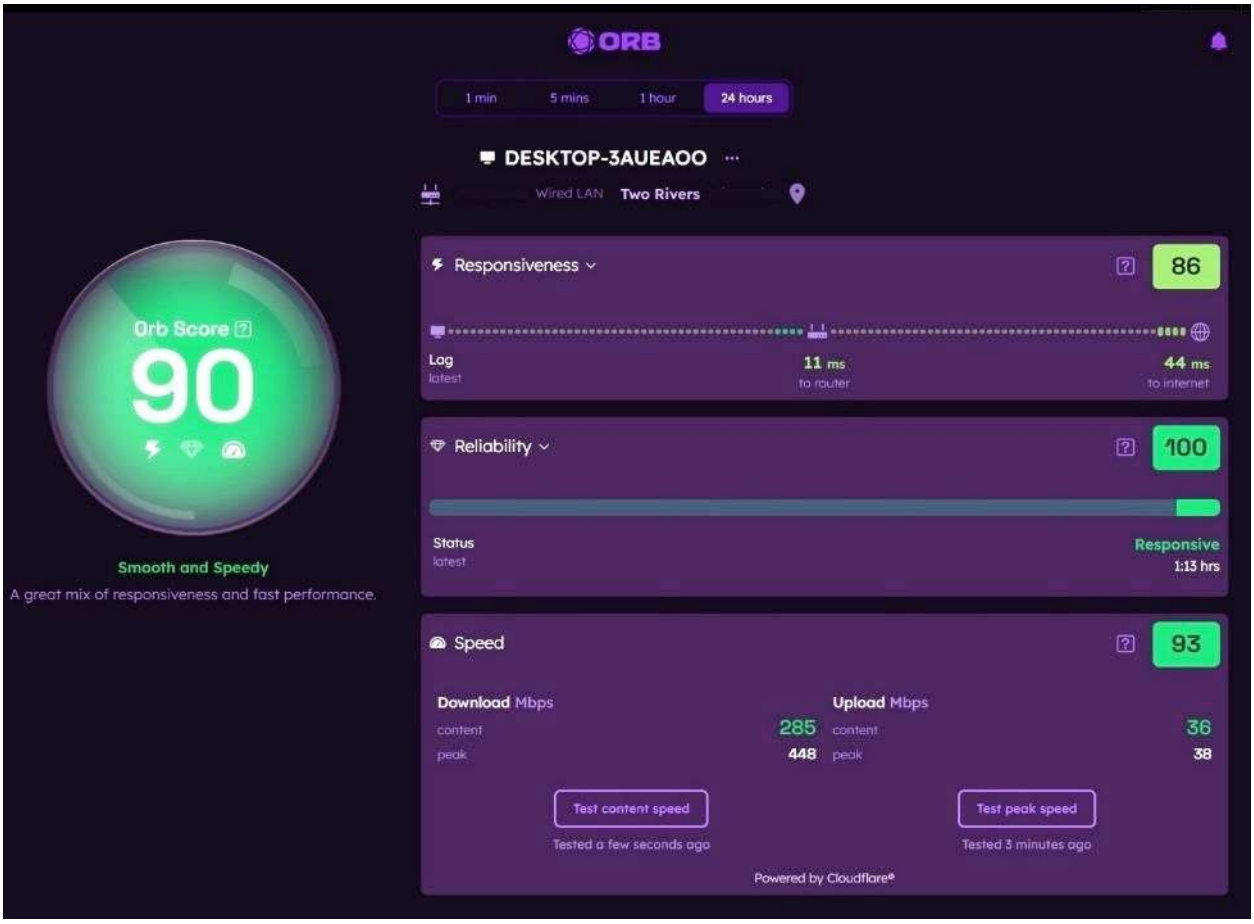
Exploited, WISC 500-30

Attachments: ORB Unloaded Speedtest.jpg, Loaded ORB Speedtest3 FS.jpg, Loaded ORB Speedtest2.jpg

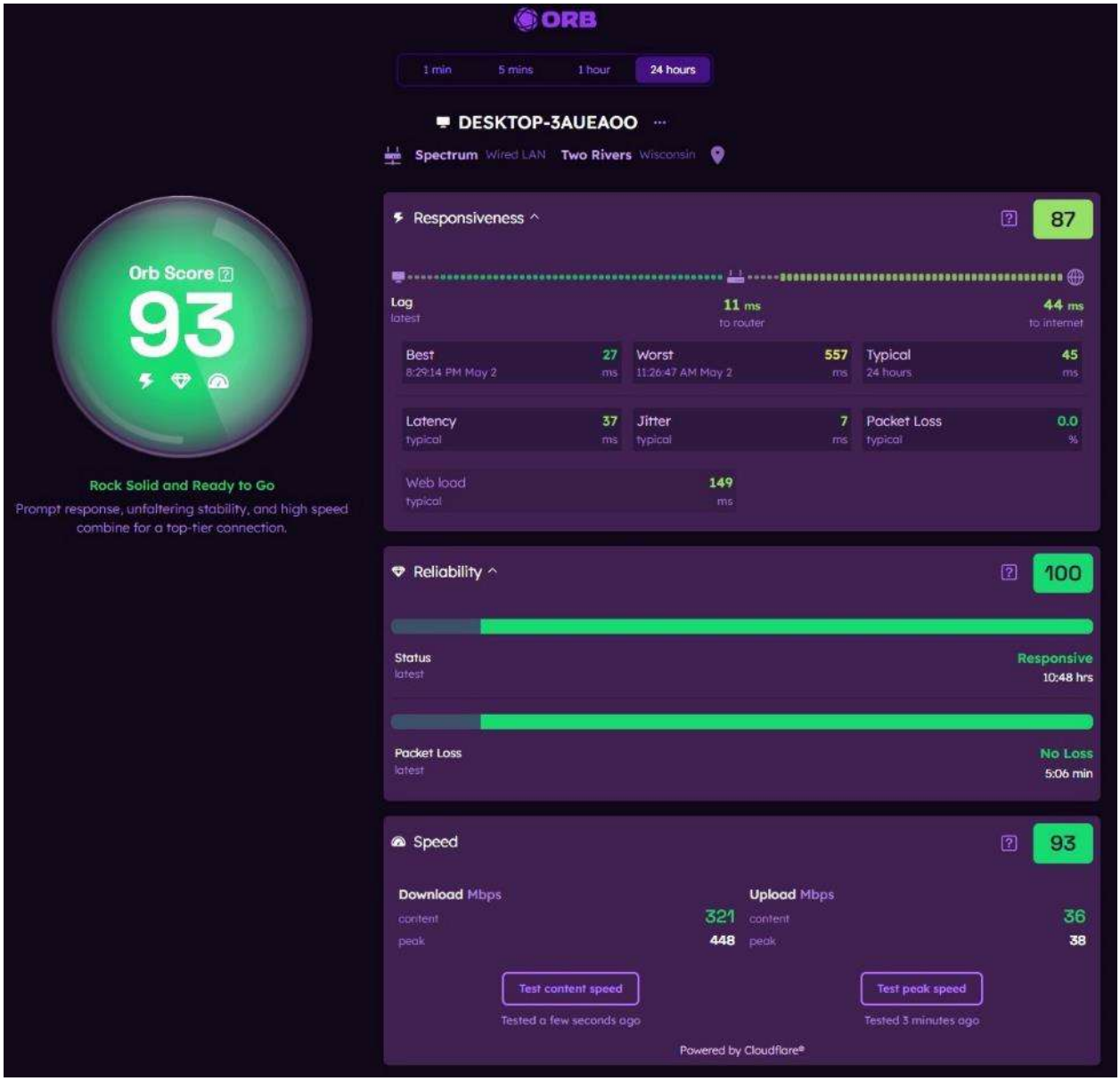




ORB Unloaded Speedtest.jpg



Loaded ORB Speedtest2.jpg



Loaded ORB Speedtest3 FS.jpg

And then Lefty files yet another complaint to the FCC and DATCP, of course including new testing data.

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Thursday, May 22, 2025 7:58 AM

To: Lefty Insider lefty@insiderpub.io

Subject: Request updated: Slow speed Internet connection from Charpectrum

The FCC's Consumer Inquiries and Complaints Center is contacting you about the complaint you filed recently, which was assigned Ticket No. 7867xxx.

Thank you for your submission. Following our review, your complaint was served on your provider on May 22, 2025.

Here is what you can expect from the FCC's informal complaint process:

- Your provider should contact you directly in an effort to resolve your issue.

- The FCC's role in this process is to facilitate a conversation between you and your provider.

- Your provider is required to submit to the FCC a written response regarding your issue no later than 30 days from today.

- The FCC will not contact you regarding this complaint until we receive a response from your provider.

You can view a list of frequently asked questions about the informal complaint process at: https://www.fcc.gov/consumercomplaints/FAQs.

This email is a service from FCC Consumer Inquires and Complaints.

Then Lefty provided them with some additional test data…because that is what he does.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, May 24, 2025 9:11 AM

To: 'FCC' <consumercomplaints@fcc.gov>

Subject: RE: Request updated: Slow speed Internet connection from Charpectrum

Attached is supplemental speed test data.

Lefty

Attachment: OpenSpeedTest.pdf

And then of course, Lefty had to include and enlighten the state consumer protection agency on this new speed test data as well. It is just the way he rolls.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, May 24, 2025 10:23 AM

To: Consumer Protection Supervisor-DATCP' DATCP@wisc.gov; 'Consumer Protection' <consumerprotection@doj.state.wisc.us>; DATCP Public Records' datcppublicrecords@wisc.gov; 'DATCP Hotline' <DATCPHotline@wisc.gov>

Cc: 'Director- DATCP' <director1@wisc.gov>; 'DOJ Communications' <dojcommunications@doj.state.wisc.us>

Subject: OpenSpeedTest software application speed test data

Importance: High

Bureau of Consumer Protection / Division of Trade & Consumer Protection

DATCP,

I am hereby publicly filing yet another, in a series of informative formal complaints, regarding Charpectrum.

Some introductory information.

This attached testing data is reflective of a Windows online and server based software application (OpenSpeedTest) which uses HTML5, no Flash, or JavaScript, with a web browser. These tests automatically connect to the closest IXP/CDN in Minneapolis. As you can see I am using both wired 1 Gbps and 2.5 Gbps connections for these tests, on an otherwise unused network, and not a wireless connection.

There are multiple things to examine here in these screen shots which I have included as an attachment pdf:

First, test download speeds are far below the advertised and billed 1000 Mbps speed tier

Second, upload speeds are considerably lower than advertised and billed

Both of these can be an indication of network congestion or other Charpectrum network performance issues.

Thirdly, in the graphics provided in the attachment you will also see responsiveness (latency) to the Internet that far exceeds the Charpectrum 20ms minimum broadband label promised number.

Now for the first time I am also providing irrefutable test data, refuting the Charpectrum **moronic and malevolent mantra** that speed complaints are primarily due to problems with user equipment, even though most of the equipment is provided by they themselves to the user as rented CPE. I am sure that some of these customer problems do exist but many as I have seen are self-inflicted, or perhaps intentional, by Charpectrum itself.

This is yet more of the many dozens of test methodologies, and thousands of test results over the past several years, which have been sent to you for use as scientific proof that I, as well as other WISCites, are being financially exploited, and broadband speed and latency disadvantaged/deprived by Charpectrum with their overpriced and under delivered Internet services.

Further investigation and corrective action by the DATCP/DOJ is urgently required here.

Attachment: OpenSpeedTest.pdf

Lefty Insider
42 No Decent Internet Drive
Exploited, WISC 500-30 (on a good day)

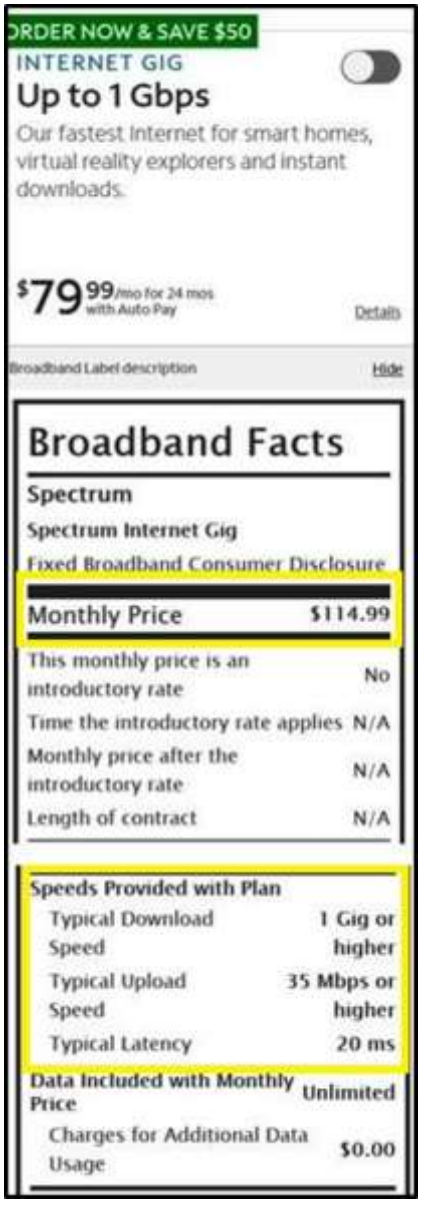
What follows are some new speed tests conducted May 23, 2025. OpenSpeedTest.com[9]

The above tests are HTML 5 Firefox browser tests via the Charpectrum network.

Note not only the poor download and upload speeds, but also the *horrible* ping latencies.

Windows OpenSpeedTest

Linux OpenSpeedTest

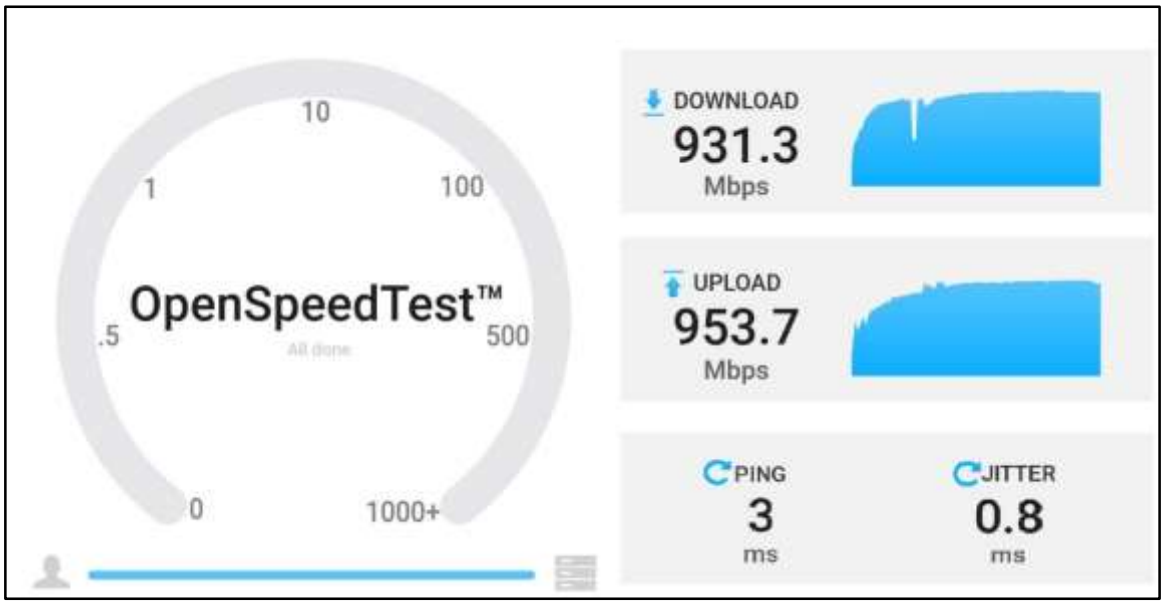

ORDER NOW & SAVE $50
INTERNET GIG
Up to 1 Gbps
Our fastest Internet for smart homes, virtual reality explorers and instant downloads.
$79.99/mo for 24 mos with Auto Pay
Details
Broadband Label description
Hide
Broadband Facts
Spectrum
Spectrum Internet Gig
Fixed Broadband Consumer Disclosure
Monthly Price $114.99
This monthly price is an introductory rate No
Time the introductory rate applies N/A
Monthly price after the introductory rate N/A
Length of contract N/A
Speeds Provided with Plan
Typical Download Speed 1 Gig or higher
Typical Upload Speed 35 Mbps or higher
Typical Latency 20 ms
Data Included with Monthly Price Unlimited
Charges for Additional Data Usage $0.00

FCC Broadband label

[9] *OpenSpeedTest is a cross-platform Internet speed test application. You can test your Internet speed in various web browsers within different operating systems without installing any additional apps or plugins (No Flash or Java Need!). OpenSpeedTest.com uses its unique algorithm to test your connection speed within your web browser, and is not controlled by any ISP, so it shows you exact connection speed in between you and our geographically localized CDN server, not to the ISP's server.*
Internet Service Providers (ISPs) promise to provide a certain speed, but frequently users do not receive that speed on their end. There are lots of reasons which cause slow Internet speed, for example: connection issues from the local exchange, line issues, or a miss-configuration of the Internet connection on your machine, but more often than not, it may be a general issue of ISP.

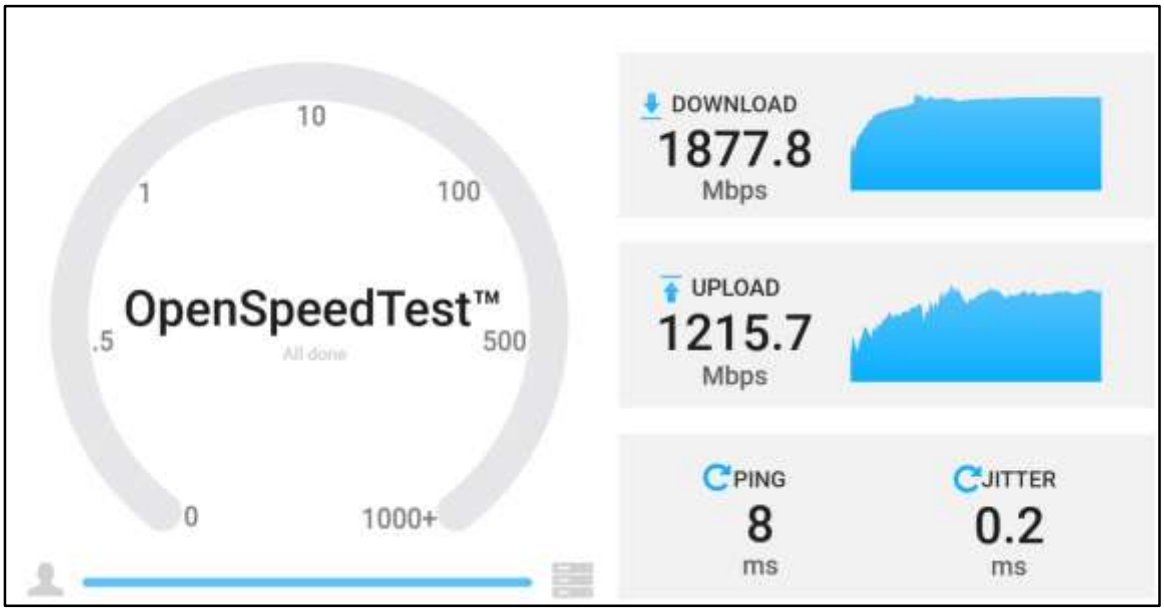
In addition to testing your ISP's network for congestion, with this software you can also test your own network upstream from your ISP to look for any problems.

Below is an OpenSpeedTest result from my own internal wired network between two of my 1 Gbps computers.



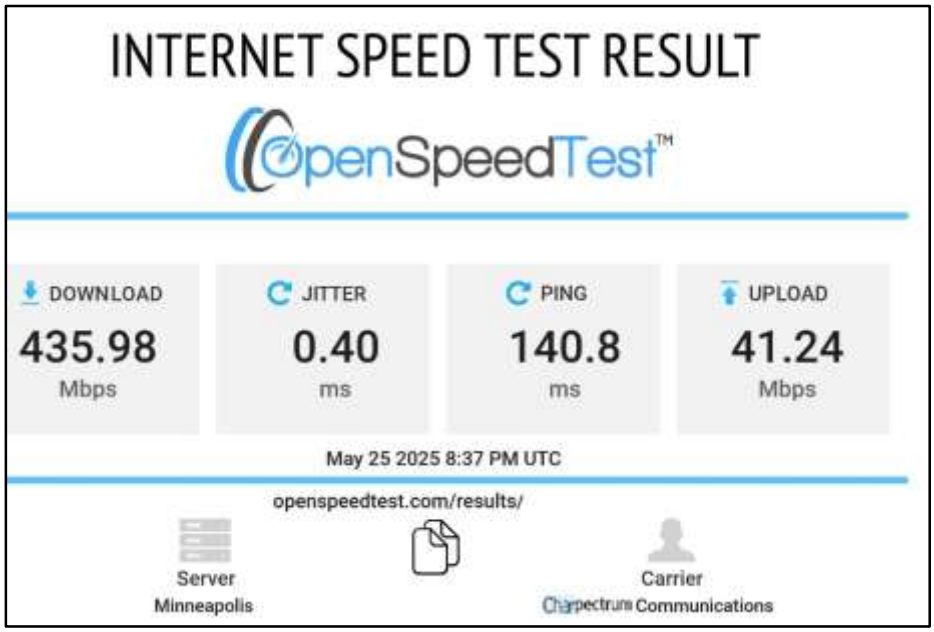
Internal Network Windows OpenSpeedTest G3-2_router 1 Gbps ports

Below is an OpenSpeedTest result from my own internal wired network between two of my 2.5 Gbps computers.



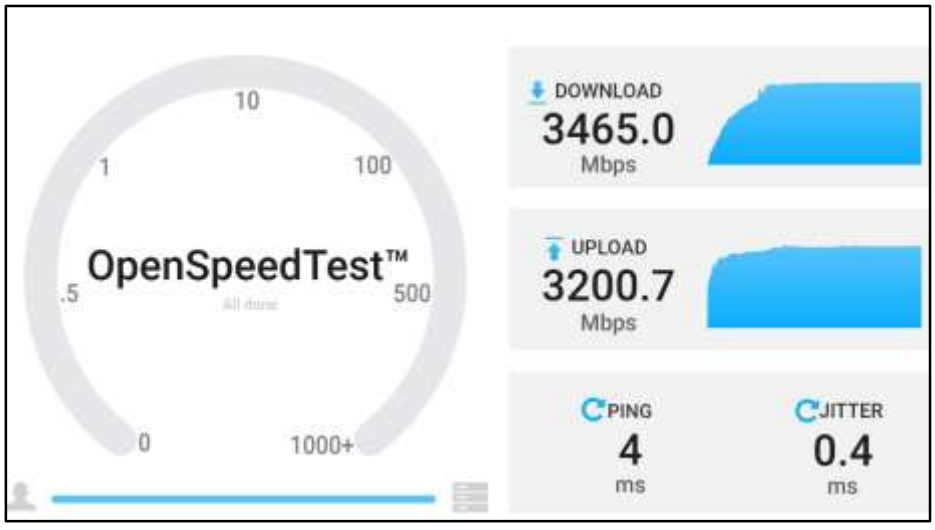
Internal Network Windows OpenSpeedTest G3-3_router 2.5 Gbps port2

This one from the local network OpenSpeedTest Server computer to the CDN[10].
It indicates the same basic slow download speed and horrible latency.



Internal OpenSpeedTest Internal MS Surface tablet 2.5 Gbps from switch

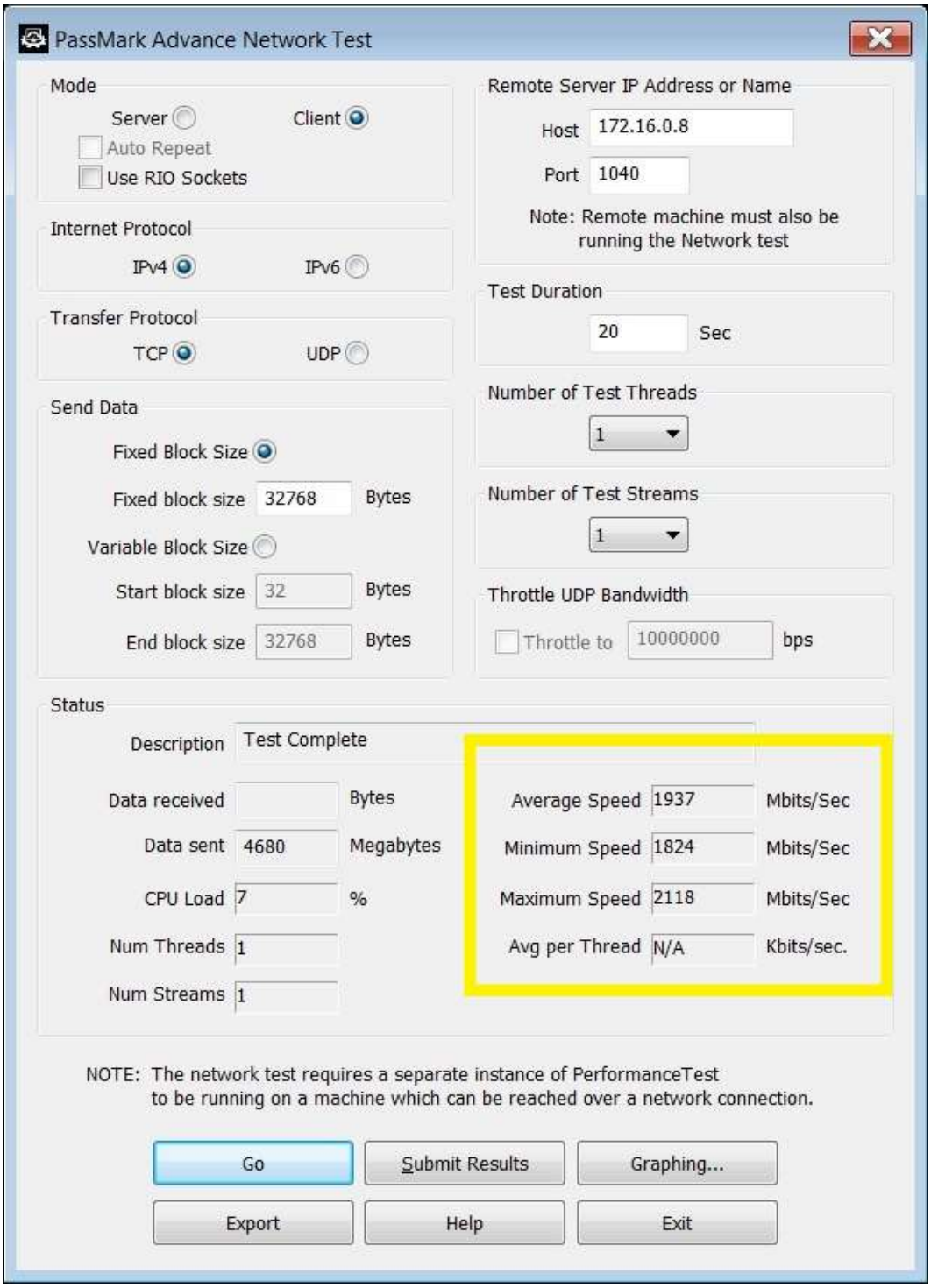
Then Lefty decided to test the local OpenSpeedTest server internal network loop below.



Internal MS Surface tablet speed test

[10] *CacheFly is a high-performance content delivery network (CDN) known for its low-latency data delivery, which is essential for applications like OpenSpeedTest that depend on fast and consistent data transfer to accurately measure Internet speeds. In addition to using CacheFly, OpenSpeedTest is hosted on Linode servers located in Richardson, Texas. This combination helps minimize latency during speed tests, as data is served efficiently from both strategically placed CDN nodes and a reliable hosting environment. ChatGPT*

Skeptical about those tests? How about this one between two of my 2.5 Gbps computers, which is even better? PassMark Software https://www.passmark.com



And then whiling away the days and hours, you see Lefty doesn't have a job, he decides to take a crack at Charpectrum Network Engineering. It seems that he hasn't bothered them for a year to two as he was too busy trying to get some legal adjudication and consumer protection.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 26, 2025 5:36 PM

To: 'CharpectrumChatSupportEngineers' <CharpectrumChatSupportEngineers@charpectrum.com>

Cc: 'Charpectrum Customer Experience Team' <feedback@charpectrumcustomersurvey.com>; 'Director- DATCP' director1@wisc.gov;'dojcommunications@doj.state.wisc.us' <dojcommunications@doj.state.wisc.us>; 'Wisc Consumer Protection' <consumerprotection@doj.state.wisc.us>

Subject: OpenSpeedTest software application speed test data

Importance: High

Charpectrum Network Engineers,

These are yet more of the many dozens of test methodologies, and thousands of test results that I have produced, and shared with Charpectrum, over the past several years which have not resulted in any significant improvements to my Internet connection.

Some introductory information:

This attached testing data is reflective of a Windows and Linux online and server based software application (OpenSpeedTest) which uses HTML5, no Flash, or JavaScript, with a web browser. These tests automatically connect to the closest IXP/CDN in Minneapolis (CacheFly or CloudFlare). As you can see I am using both wired 1 Gbps and 2.5 Gbps connections for these tests, on an otherwise idle network, and not a wireless connection.

There are multiple things to examine here in these screen shots which I have included as an attachment pdf:

• First, test download speeds are far below the advertised and billed 1000 Mbps speed tier

• Second, upload speeds are considerably lower than advertised and billed, both of these can be an indication of network congestion or other Charpectrum network performance issues.

• Thirdly, in the graphics provided in the attachment you will also see responsiveness (latency) to the Internet that far exceeds the Charpectrum 20ms minimum broadband label promised number.

I have also included some attachments of software application speed test results, NetWorx and ORB, directly from my Netgear Nighthawk RAXE500 router, as a perspective away from browser tests and for comparison purposes.

In the end, I would like to see 1000 Mbps someplace other than on my billing statement.

Please respond with your thoughts and any corrective actions intended by your department.

Sincerely,

Lefty Insider

42 No Decent Internet Drive

Exploited, WISC 500-30

Attachments: Charpectrum Newest OpenSpeedTest.pdf, NetWorx router speed test snapshot.jpg, Loaded ORB Speedtest3 FS.jpg

Well, I guess Charpectrum is not interested in Lefty's feedback, or anyone else's for that matter.

-----Original Message-----

From: Mail Delivery System [mailto:Mailer-Daemon@fdl.a2u2.com]

Sent: Tuesday, May 27, 2025 6:24 PM

To: Lefty Insider lefty@insiderpub.io

Subject: Warning: message 1uJgQk-0000000DnYh-2O7K delayed 24 hours

This message was created automatically by mail delivery software.

A message that you sent has not yet been delivered to one or more of its recipients after more than 24 hours on the queue on fdl.a2u2.com.

The message identifier is: 1uJgQk-0000000DnYh-2O7K

The subject of the message is: OpenSpeedTest software application speed test data

The date of the message is: Mon, 26 May 2025 17:36:21 -0500

The address to which the message has not yet been delivered is:

feedback@charpectrumcustomersurvey.com

host charpectrumcustomersurvey.com [147.75.xxx.xx]

No action is required on your part. Delivery attempts will continue for some time, and this warning may be repeated at intervals if the message remains undelivered. Eventually the mail delivery software will give up, and when that happens, the message will be returned to you.

Bureau of Consumer Protection / Division of Trade & Consumer Protection
Wisc Department of Agriculture, Trade, and Consumer Protection

DATCP,

Before you read the complaints that follow, there are a few questions you need to ask yourselves as a consumer protection and consider a reexamine your raison d'etre:

From: WISC-Open Gov [mailto:opengov@wiscef doj.gov]; Assistant Attorney General 'A AG@doj.state.wisc.us'

Sent: Monday, March 31, 2025 10:56 AM

To: lefty@insiderpub.io

Cc: DATCP counsel - DATCPcounsel@wisc.gov>

Subject: Your correspondence with WISC DOJ

Good morning,

Please see the attached response to your March 25 correspondence.

Thank you,

The WISC Department of Justice (DOJ) is in receipt of your correspondence, dated March 25, 2025, regarding your public records request to the Department of Agriculture, Trade, and Consumer Protection (DATCP). You stated, "what was produced by the DATCP was incomplete, disjointed, un-curated, and a disgracefully formatted set of documents." You asked DOJ "to force compliance by the DATCP to meet the conditions of [your] PRR" and "for a refund if this cannot be accomplished."

DOJ cannot offer you legal advice or counsel concerning this issue as DOJ may be called upon to represent the DATCP. DOJ strives to provide the public with guidance on the interpretation of our state's public records and open meetings statutes. However, DOJ must balance that role with its mandatory obligation to defend state agencies and employees in litigation pursuant to Wis. Stat. § 165.25(6). Where that statutory obligation is at play, DOJ has a conflict in providing advice on the same topic.

However, I did contact DATCP to make them aware of your concerns, and I am also copying them on this letter.

DOJ appreciates your concern. We are dedicated to the work necessary to preserve Wisc's proud tradition of open government. Thank you for your correspondence.

Assistant Attorney General

Office of Open Government

Attachment: L. Insider PRR response - cc DATCP counsel.pdf

And I suspect that by now you would anticipate Lefty's response going something like this:

From: Lefty Insider [lefty@insiderpub.io]

Sent: Monday, March 31, 2025 2:44 PM

To: 'WISC-Open Gov' <opengov@wiscdoj.gov>; DATCP counsel - DATCPcounsel@wisc.gov>; ' Assistant Attorney General 'AAG@doj.state.wisc.us'

Cc: 'State Sen' Sen@legis.wisc.gov; 'Rep.<Rep legis.wisc.gov>

Subject: RE: Your correspondence with WISC DOJ

AAG, and Attorney,

Thank you for your response and interest.

Obviously the PRR process is mostly feckless in my view without an arbitration and/or enforcement mechanisms of some type.

The DATCP has initiated no further communications with me since my notifying them of the inadequacies and noncompliant nature of their primary response to my PRR.

This does not appear to me to be a legal question, nor should legal counsel be required for a citizen to access the PRR system in my view, but is the DATCP response required by law?

Please indicate the proper venue for a PRR complaint, if it is not in fact the DOJ.

A cynical person might suggest that your agencies are constructed to protect each other at the expense, both literally and figuratively, of the citizens of this state.

Thanks,

Lefty

PS. The inability or unwillingness of the WISC DATCP to meet the low bar set by the FCC FOIA request process is a sad thing to stop and consider.

With no response forthcoming to satisfy his questions, Lefty tries a new tact.

So Lefty, unbashful as ever, decided to go all 13th Century Common Law on them. [11]

Of course if you read another of The Insider Goes Deep books, you know that he is capable of even writing a Supreme Court brief, when provoked. And provoked he has been for some time now. *See: The Insider Goes Deep into the Legal System (A Journey NOT for the Faint of Heart)*

From: Lefty Insider [lefty@insiderpub.io]

Sent: Wednesday, April 02, 2025 1:58 PM

To: 'AG@doj.state.wisc.us'; opengov@wiscdoj.gov; <dojcommunications@doj.state.wisc.us>;

Cc: AAG2@doj.state.wisc.us; AG1@doj.state.wisc.us; Attorney1-DATCP DATCP@wisc.gov' AAG3@doj.state.wisc.us' <AAG4@doj.state.wisc.us>; Rep.1@legis.wisc.gov; 'Rep.2@legis.wisc.gov>; Sen. Legis.wisc.gov)

[11] *A writ of mandamus is a remedy in the English and American common law systems consisting of an order that commands that a government official or entity to perform an act it is legally required to perform as part of its official duties. It can be issued by a county Circuit Court judge, a county District Attorney, or by a State Attorney General. Wikipedia.org*

Subject: Request an action for mandamus be brought against the DATCP on my behalf

Attorney General,

With all due respect to the DOJ's stated previous position, I believe that a writ of mandamus (as set forth in chapters 781 and 783 of the Wisc Statutes) is in order because:

1.) As a citizen of this state I have a clear right to these documents,

2.) Some portion of documents have already been released by the DATCP,

3.) My attempts to achieve consumer protections have thus been thwarted, and

4.) Hiring a private attorney to pursue this issue further is financially untenable.

"Submit a written request to the district attorney of the county where the record is located or to the Attorney General requesting that an action for mandamus be brought asking the court to order release of the record to the requester." https://www.wiscdoj.gov/Open%20Government/PRL_guide.pdf Page 80

A requester may file an action for mandamus, with or without an attorney, asking a court to order release of the records. WISC. Stat. § 19.37(1)(a).

The files I have received from the DATCP do not satisfy, and are not compliant with my Public Records Request in any reasonable or appropriate understanding of the matter. 2,668 pages of pdf's, not curated or really even redacted, and with numerous blank pages, irrelevant billing documents, and upside down scans, and if that isn't enough, excessive duplicates, untranslated complaints, and numerous missing documents (including my own complaints) as well. The email complaints with attachments are also missing. See PRR 24-1986__Redacted_1_Page_1090.pdf as an example of many dozens of pages. There are many dozens of pages like this as well. PRR 24-1986__Redacted_1_Page_1114.pdf

Summary of PRR shortcomings:

1. Duplicative
2. Incomplete
3. Missing attachments
4. Disjointed and unorganized
5. Un-curated (no pattern to the documents)
6. Disgracefully formatted (right side up, and not sideways, blank pages)
7. Poor page scan resolution and untranslated languages
8. Missing complaint numbers
9. Missing complaint dates
10. Insufficiently redacted (personal information, names, street addresses, phone numbers, email addresses of thousands of unaware Wisc citizens are un-redacted and have been exposed to the public-e.g. me)

My PRR complaints to the DATCP, Consumer Protection Supervisor, Records and Forms Management Specialist-Office of Legal Counsel, have gone unanswered.

My PRR complaints to the DOJ have generated a response from an AAG that they are in the business of defending the DATCP and its employees and not in the business of enforcing PRR compliance for citizens. Letter attached.

Prior complaints to the PSC have received a response that: *"the Commission does not have regulatory authority over Internet service providers or the matter you contacted us about."*

This PRR product leaves this citizen without any confidence that these complaints are taken seriously by the DATCP, and they are not being cataloged or organized, nor even addressed and acted upon in a professional manner. Samples are attached and there are many dozens of examples of each of these.

"We are dedicated to the work necessary to preserve Wisc's proud tradition of open government."

As a citizen, this statement is fine and even commendable as a DOJ slogan or raison d'être, but only if we choose to move FORWARD to make it a reality.

I am seeking a prompt resolution to this situation,

Lefty

Attachments: PRR 24-1986__Redacted_1_Page_1090.pdf, L. Insider response - cc DATCP counsel.pdf, PRR 24-1986__Redacted_1_Page_1114.pdf, PRR 24-1986__Redacted_2_data files.pdf

Then they write Lefty an email with a letter confirming to him what he already knew, and what he has already done.

From: WISC-Open Gov [mailto:opengov@wiscef doj.gov]; Assistant Attorney General 'AAG@doj.state.wisc.us'

Sent: Monday, March 31, 2025 10:56 AM

To: lefty@insiderpub.io

Subject: Your recent emails with WISC DOJ

Good afternoon,

Please see the attached reply to your March 31 and April 2 emails.

Thank you,

April 3, 2025
Lefty Insider

Dear Lefty Insider:
The Wisc Department of Justice (DOJ) is in receipt of your correspondence, dated March 31 and April 2, 2025, regarding your public records request to the Department of Agriculture, Trade, and Consumer Protection (DATCP), DATCP's response to your request, and DOJ's response to your original March 25, 2025, correspondence. We write today to provide additional information about the enforcement of rights pursuant to the public records law.

As previously stated in our March 31 response, DOJ cannot offer you legal advice or counsel concerning this issue as DOJ may be called upon to represent the DATCP. DOJ strives to provide the public with guidance on the interpretation of our State's public records and open meetings statutes. However, DOJ must balance that role with its mandatory obligation to defend state agencies and employees in litigation pursuant to Wis. Stat. § 165.25(6). Where that statutory obligation is at play, DOJ has a conflict in providing advice on the same topic.

Although DOJ is unable to provide you with advice, the public records law does provide several other remedies for a requester dissatisfied with an authority's response, or lack of response, to a public records request. A requester may file an action for mandamus, with or without an attorney, asking a court to order release of the records. Wis. Stat. § 19.37(1)(a).

Alternatively, the requester may submit a written request for the district attorney of the county where the record is found, or the Attorney General, to file an action for mandamus seeking release of the requested records. Wis. Stat. § 19.37(1)(b).

Therefore, while DOJ has a conflict in providing advice or assisting with this matter, two of the three enforcement options described above are available to you pursuant to the public records law.

You may wish to contact a private attorney regarding your matter. The State Bar of Wisc operates an attorney referral service. The referral service is free; however, a private attorney may charge attorney's fees. You may reach the service using the contact information below:

Lawyer Referral and Information Service
State Bar of Wisc
http://www.wiscbar.org/forpublic/ineedalawyer/pages/lris.aspx

The Attorney General and the Office of Open Government are committed to increasing government openness and transparency, and DOJ endeavors to offer guidance in these areas. DOJ offers several open government resources through its website (https://www.wiscdoj.gov/Pages/AboutUs/office-of-open-government.aspx). DOJ provides the full Wisc public records law and maintains a Public Records Law Compliance Guide on its website.

DOJ appreciates your concern. We are dedicated to the work necessary to preserve Wisc's proud tradition of open government. Thank you for your correspondence.

The information provided in this letter is provided pursuant to Wisc. Stat. § 19.39 and does not constitute an informal or formal opinion of the Attorney General pursuant to Wis. Stat. § 165.015(1).

Sincerely,
Assistant Attorney General
Attachment: L. Insider response.pdf

So not done poking the bear(s) quite yet, Lefty responds to the latest communication attempt.

From: Lefty Insider [lefty@insiderpub.io]

Sent: Thursday, April 03, 2025 8:07 PM

To: 'AG1@doj.state.wisc.us'; opengov@wiscdoj.gov; <dojcommunications@doj.state.wisc.us>; Attorney1-DATCP DATCP@wisc.gov'

Cc: Rep.1@legis.wisc.gov; 'Rep.2@legis.wisc.gov>; Sen. Legis.wisc.gov)

Subject: RE: Your recent emails with WISC DOJ

AAG,

Thank you for your secondary response and willingness to share and confirm my own research findings.

As I am sure you are aware by now, I have already (yesterday) filed a writ of mandamus specifically addressed to the AG. I will hold in reserve the necessity to file same with the county DA as I await his response to my writ.

I have also noticed in the two letters you have sent me regarding what I view as the noncompliant PRR, that you did not address an additional concern of mine regarding the public release, in these disjointed records, of citizen complainant personal data, e.g. names, street addresses, phone numbers, and email addresses. To me this is perhaps the most egregious behavior exhibited by the DATCP and must be remedied with a cease and desist order in my view.

PS. I wish state government agencies would stop referring citizens to the State Bar, as any real assistance from them has _not_ been forthcoming in my experience over the past several months, over a number of related issues. Also continued referrals to a private attorney only serves to further aggravate and frustrate citizen complaints as is amply demonstrated numerous times in the partial, semi-comprehensible, and disjointed DATCP PRR complaints which I did manage to receive. Based on my own view and the view routinely expressed in these PRR complaints, citizen expectations are that a tax funded state agency with Consumer Protection in its name be exactly that, and not a clearinghouse like the BBB, a salesman for local attorneys, or a *pass the buck* referral service for their complaints.

Sincerely,

Mr. Lefty Insider

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 05, 2025 7:47 AM

To: 'Da@da.wisc.gov'

Subject: Request an action for mandamus be brought against the DATCP on my behalf

County District Attorney, County Courthouse

Mr. DA,

Below you will an explanation of my request.

"The requester may submit a written request for the district attorney of the county where the record is found, or the Attorney General, to file an action for mandamus seeking release of the requested records. Wis. Stat. § 19.37(1)(b)."

I make this request per my rights under the above WISC state legal statute.

WISC DOJ letters addressed to me are attached, stating their position on this matter.

I have had no response from the AG or DOJ to this request in more than thirty days now.

Sincerely,

Lefty Insider

From: Lefty Insider [lefty@insiderpub.io]

Sent: Wednesday, April 02, 2025 1:58 PM

To: 'AG@doj.state.wisc.us'; opengov@wiscdoj.gov; <dojcommunications@doj.state.wisc.us>;

Cc: AAG2@doj.state.wisc.us; AG1@doj.state.wisc.us; Attorney1-DATCP DATCP@wisc.gov' AAG3@doj.state.wisc.us' <AAG4@doj.state.wisc.us>; Rep.1@legis.wisc.gov; 'Rep.2@legis.wisc.gov>; Sen. Legis.wisc.gov)

Subject: Request an action for mandamus be brought against the DATCP on my behalf

Attorney General,

With all due respect to the DOJ's stated previous position, I believe that a writ of mandamus (as set forth in chapters 781 and 783 of the Wisc Statutes) is in order because 1.) as a citizen of this state I have a clear right to these documents, 2.) some portion of documents have already been released by the DATCP, 3.) my attempts to achieve consumer protections have thus been thwarted, and 4.) hiring a private attorney to pursue this issue further is financially untenable.

"Submit a written request to the district attorney of the county where the record is located or to the Attorney General requesting that an action for mandamus be brought asking the court to order release of the record to the requester." https://www.wiscdoj.gov/Open%20Government/PRL_guide.pdf Page 80

A requester may file an action for mandamus, with or without an attorney, asking a court to order release of the records. Wis. Stat. § 19.37(1)(a).

The files I have received from the DATCP do not satisfy, and are not compliant with my Public Records Request in any reasonable or appropriate understanding of the matter. 2,668 pages of pdf's, not curated or really even redacted, (very lightly) and with numerous blank pages, irrelevant billing documents, and upside down scans, and if that isn't enough, excessive duplicates, untranslated complaints, and numerous missing documents (including my own complaints) as well. The email complaints with attachments are also missing.

See PRR 24-1986__Redacted_1_Page_1090.pdf as an example of many dozens of pages. There are many dozens of pages like this as well. PRR 24-1986__Redacted_1_Page_1114.pdf

Summary of the DATCP PRR shortcomings:

1. *Duplicative*
2. *Incomplete*
3. *Missing attachments*
4. *Disjointed and unorganized*
5. *Un-curated (no pattern to the documents)*
6. *Disgracefully formatted (right side up, and not sideways, blank pages)*
7. *Poor page scan resolution and untranslated languages*
8. *Missing complaint numbers*
9. *Missing complaint dates*
10. *Insufficiently redacted (personal information, names, street addresses, phone numbers, email addresses of thousands of unaware Wisc citizens are unredacted and have been exposed to the public-e.g. me)*

My PRR complaints to the DATCP, Consumer Protection Supervisor, Records and Forms Management Specialist-Office of Legal Counsel, have gone unanswered.

My PRR complaints to the DOJ have generated a response from an AAG that they are in the business of defending the DATCP and its employees and not in the business of enforcing PRR compliance. Letter attached.

Prior complaints to the PSC have received a response that: "the Commission does not have regulatory authority over Internet service providers or the matter you contacted us about."

This PRR product leaves this citizen without any confidence that these complaints are taken seriously by the DATCP and they are not being cataloged or organized, nor even addressed and acted upon in a professional manner. Samples are attached and there are many dozens of examples of each of these.

"We are dedicated to the work necessary to preserve Wisc's proud tradition of open government."

As a citizen, this is fine and even commendable as a DOJ slogan or raison d'être, but only if we choose to move FORWARD to make it a reality.

I am seeking a prompt resolution to this situation,

Lefty

Attachments: PRR 24-1986__Redacted_1_Page_1090.pdf, L. Insider response - cc DATCP counsel.pdf, PRR 24-1986__Redacted_1_Page_1114.pdf, PRR 24-1986__Redacted_2_data files.pdf

From: ‘DA’ [mailto: Da@da.wisc.gov]

Sent: Monday, May 05, 2025 11:59 AM

To: Lefty Insider lefty@insiderpub.io

Cc: ‘ADA’ <ADA@da.wisc.gov>

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

Mr. Insider,

Thank you for writing with your thoughts and concerns. In this matter we would first need to understand what your public records request was. It seems clear you are not satisfied by the documents received in response to your public records request.

Thank you,

County District Attorney

CONFIDENTIALITY NOTICE: This communication and its contents may contain confidential and/or legally privileged information. It is soley for the use of the intended recipients. Unauthorized interception, review, use, or disclosure is prohibited and may violate applicable laws, including the Electronic Communications Privacy Act. If you are not the intended recipient, please contact the sender and destroy all copies of this communication. Thank you.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, May 05, 2025 12:50 PM

To: 'DA’ da@da.wisc.gov'

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

DA,

I sincerely apologize for my oversight in failing to include the original documents related to the PRR request.

By ways of an excuse, I can only offer that I was overly focused on a resolution to the shortcomings of this PRR request. You will find the relative original documents attached now.

Additionally, I have included a spreadsheet document, in pdf form, that I have personally created from this inadequate and incomplete DATCP PRR data disclosure. This was also not made available to me as asked for in the original PRR.

Thank you for your attention to this matter,

Lefty

Attachments: Signed DATCP Public Records Request.pdf, DATCP public records check.JPG, 2025-01-07_OS_OpenRecords #35689.pdf, DATCP Public Records Complaint Spreadsheet Geographical Listing.pdf

From: 'DA' [mailto: da@da.wisc.gov]

Sent: Monday, May 05, 2025 12:52 PM

To: Lefty Insider lefty@insiderpub.io

Cc: 'ADA' ADA@da.wisc.gov

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

Mr. Insider,

No apologizes need. Thank you for providing this information.

Thank you,

County District Attorney

From: Lefty Insider [mailto**:** lefty@insiderpub.io]

Sent: Monday, May 05, 2025 1:29 PM

To: 'DA' da@da.wisc.gov'

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

DA,

These are the original files received as pdf's. Even after I compress them you will notice that they remain quite large, and I don't know if your email system will be able to receive them both, or even one at a time.

I have my email server settings sufficiently high to allow their sending.

Lefty

PRR 24-1986_Redacted_2.pdf 3/22/2025 8:22 AM Adobe Acrobat Document 90,235 KB
PRR 24-1986_Redacted_1.pdf 3/22/2025 8:21 AM Adobe Acrobat Document 89,757 KB
Charter Spectrum Speed Complaints redacted WI DATCP PRR Pt2.zip 3/29/2025 11:03 A... Compressed (zipped) Folder 30,728 KB
Charter Spectrum Speed Complaints redacted WI DATCP PRR Pt1.zip 3/29/2025 11:01 A... Compressed (zipped) Folder 25,247 KB

After patiently, or impatiently for two weeks, Left decided to do a follow up message.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Sunday, May 18, 2025 10:10 AM

To: 'Paralegal ' <paralegal@da.wisc.gov>

Cc: 'Da@da.wisc.gov'

Subject: FW: Request an action for mandamus be brought against the DATCP on my behalf

May, 19, 2025

Hello Paralegal,

I noticed that you were copied in on the original response from the DA to my email request.

As a couple of weeks have gone by now, I am wondering if you are willing to share any progress made on this front on my behalf.

Sincerely,

Lefty

After waiting more than a week for a response, Lefty decided to telephone for a status update. After a five minute ordeal of trying to get past the sentry receptionist, I was able to be transferred and to leave a voice mail. We shall see…

Then Lefty followed up with another email.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, May 27, 2025 3:38 PM

To: 'Paralegal ' paralegal@da.wisc.gov

Subject: FW: Request an action for mandamus be brought against the DATCP on my behalf

Hello Paralegal,

I left a voice message today to follow up on this prior message.

Sincerely,

Lefty

So Lefty guesses that this was not important enough to deal with before an extended holiday vacation.

From: Paralegal [mailto: 'Paralegal ' paralegal@da.wisc.gov]

Sent: Tuesday, May 27, 2025 3:38 PM

To: Lefty Insider lefty@insiderpub.io

Subject: Automatic reply: Request an action for mandamus be brought against the DATCP on my behalf

Hello-

I am currently out of the office and will return on Wednesday, June 4. For immediate assistance while I'm away, please call 608-xxx-xxxx or email countyda@da.wisc.gov (monitored daily).

Thank you.

So Lefty took the offered suggestion and followed up for ***immediate assistance***. We shall now see what that actually means in government terms. Nice to know that our county government office actually monitor their emails *daily.* But do they respond or just ignore them?

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Wednesday, May 28, 2025 7:42 AM

To: 'countyda@da.wisc.gov' <countyda@da.wisc.gov>

Subject: FW: Automatic reply: Request an action for mandamus be brought against the DATCP on my behalf

Importance: High

Hello DA's office,

Can you follow up for me on the previous messages.

This seems to be taking a very long time to resolve.

Thanks,

Lefty

Subsequent emails and voice mails remained unanswered into a new month, so Lefty tried a new tact.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Friday, June 06, 2025 9:43 AM

To: 'AG@doj.state.wisc.us'; opengov@wiscdoj.gov; <dojcommunications@doj.state.wisc.us>; AAG2@doj.state.wisc.us; AG1@doj.state.wisc.us; Attorney1-DATCP DATCP@wisc.gov; AAG3@doj.state.wisc.us'; AAG4@doj.state.wisc.us; countyda@da.wisc.gov' countyda@da.wisc.gov; Paralegal ' paralegal@da.wisc.gov

Cc: 'Legislative Assistant' Leg_Assist@legis.wisc.gov> Rep.<Rep legis.wisc.gov; Sen. <Sen. Legis.wisc.gov>

Subject: RE: Your correspondence with WISC DOJ

Importance: High

Ms. AAG, et al,

As this quest of mine to obtain an accurate and complete PRR began in March, actually last November, and it is now June without any final resolution, nor any significant two-way communications.

A brief summary of events follows:

• November 19, 2024: Filed a PRR request with the DATCP

• March 22, 2025: Received a set of demonstrably incomplete documents, which are arguably insufficient to satisfy the PRR request

• March 25, 2025: Received no response from the DATCP regarding my requests for a more complete and compliant document distribution

• April 2, 2025: Filed a writ of Mandamus (as set forth in chapters 781 and 783 of the Wisc Statutes) with the AG and DOJ

• May 5, 2025: Filed a writ of Mandamus with the County DA. https://www.wiscdoj.gov/Open%20Government/PRL_guide.pdf Page 80

• June 6, 2025: Filed this email after more than six months of frustration

I have as of yet to achieve any movement towards resolution despite numerous subsequent phone calls and emails.

I am not a naïve man, but I am completely shocked and disappointed that numerous public servants can be so apathetic and unresponsive to the requests of a citizen taxpayer, and yet remain employed by said citizens to supposedly work on their behalf.

I would like to inquire of the DOJ what my next steps are.

Sincerely,

Lefty Insider

42 No Decent Internet Drive

Exploited, WISC 500-30

So it seems most of the replies to Lefty's correspondence are OOO replies. But on the upside there are now three more emails addresses he can forward his last message to. And of course one of those email addresses comes back to me as invalid. What are you looking for here, competence?

Since email messages do not seem to be very effective with the WISC DOJ as a means of communication, in order to give them a bit of a stir Lefty decided to file an online complaint, what their website calls an “opinion,” as well.

Home email lefty@insiderpub.io
Home address 42 No Decent Internet Drive
Exploited, WISC 500-30
Firm name: Wisc Department of Justice
Client name: Lefty Insider
Submitted:
June 10, 2025 at 9:12 AM
Message
As this quest of mine to obtain an accurate and complete PRR began in March, actually last November, and it is now June without any final resolution, nor any significant two-way communications.
A brief summary of events follows:
• November 19, 2024: Filed a PRR request with the DATCP
• March 22, 2025: Received a set of demonstrably incomplete documents, which are arguably insufficient to satisfy the PRR request
• March 25, 2025: Received no response from the DATCP regarding my requests for a more complete and compliant document distribution
• April 2, 2025: Filed a writ of Mandamus (as set forth in chapters 781 and 783 of the Wisc Statutes) with the AG and DOJ
• May 5, 2025: Filed a writ of Mandamus with the Dane County DA.
https://www.wiscdoj.gov/Open%20Government/PRL_guide.pdf Page 80
• June 6, 2025: Filed this email after more than six months of frustration
I have as of yet to achieve any movement towards resolution despite numerous subsequent phone calls and emails.
I am not a naïve man, but I am completely shocked and disappointed that numerous public servants can be so apathetic and unresponsive to the requests of a citizen taxpayer, and yet remain employed by said citizens to supposedly work on their behalf.
I would like to inquire of the DOJ what my next steps are.

From: DATCP [Assistant Legal Counsel@wisc.gov]

Sent: Friday, June 06, 2025 9:44 AM

To: Lefty Insider <lefty@insiderpub.io>

Subject: Automatic reply: Your correspondence with WISC DOJ

Thank you for your email. I am out of the office and will respond to your message as soon as possible after I return on Wednesday, June 18. If this is an urgent matter that can't wait until I return, you may contact DATCP attorneys by email to Assistant Legal Counsel2@wisc.gov; Assistant Legal Counsel3@wisc.gov; or Assistant Legal Counsel4@wisc.gov

Assistant Legal Counsel – Office of the Secretary

Wisc Department of Agriculture, Trade, and Consumer Protection

No responses to voice mail or email. Frustrated, Lefty spent 20 minutes battling past the DA's receptionist guard dog protocols to finally speak to someone in the DA's office. In the ~10 minute conversation with the detective, otherwise trying to be helpful, he reminded Lefty _twice_ that he did not need to rely on the DA's office and should feel free to file this mandamus complaint with the local county Circuit Court.

Throughout the ordeal, it seems that the WISC state government officials "go to" move is to try to pass the buck to someone else.

Traveling multiple times 150 plus miles across the state, and learning the vagarities of that county court system, was not appealing to Lefty nor should it be necessary to achieve a fairly simple result from his tax funded state government.

Lefty is left to ponder, how about our government just follows state statutes and does their jobs. Then Lefty sent this:

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, June 10, 2025 12:04 PM

To: 'DA' da@da.wisc.gov'

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

Importance: High

DA,

I am sure that you are a busy guy, but I would appreciate a status update on this situation.

Your Paralegal has been nonresponsive to voice mails and emails for several weeks now.

Spoke with a detective in your office today who assures me that he will investigate this further.

Thanks,

Lefty

Then the response of apples falling from the shaken tree, or perhaps it was fecal gravity at work, was in any event quite rapid.

From: 'Paralegal' [mailto: paralegal@da.wisc.gov]

Sent: Tuesday, June 10, 2025 12:31 PM

To: Lefty Insider lefty@insiderpub.io

Subject: RE: Your correspondence with WISC DOJ

Good afternoon:

Our office is waiting on additional information from DATCP, and once we get that information, we will reach out. Thank you!

Paralegal - County District Attorney's Office

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, June 10, 2025 1:31 PM

To: 'Paralegal' paralegal@da.wisc.gov

Subject: RE: Your correspondence with WISC DOJ

Importance: High

Hello Ms. Paralegal,

I appreciate this response.

As a refresher to origin of my complaint, its raison d'être if you will, is twofold.

Firstly, the DATCP PRR product is demonstrably deficient for the reasons mentioned in my original message to the DA, and is partially evidenced by the exclusion of many complaints and attachments originated from myself and others mentioned in the original consumer complaints.

The public interest question here is, can a citizen request and receive a complete and accurate set of public records from the WISC DATCP?

Secondarily, the incomplete DATCP PRR product also was not sufficiently redacted, e.g. as a FCC FOIA request would be in my own firsthand experience.

The public interest question here is, is it in the public's interest for the WISC DATCP to expose full names, full street addresses, phone numbers, age information, and email addresses of hundreds of WISCites, to another citizen making a complaint records request?

Thank you for your attention to this matter,

Sincerely,

Lefty

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, June 10, 2025 12:04 PM

To: 'DA' da@da.wisc.gov'

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

Importance: High

Mr. DA,

I am sure that you are a busy guy, but I would appreciate a status update on this situation.

Your paralegal assistant, has been nonresponsive to voice mails and emails for several weeks now.

Spoke with a detective in your office today who assures me that he will investigate this further.

Thanks,

Lefty

From: DA [mailto:DA@da.wisc.gov]

Sent: Tuesday, June 10, 2025 3:29 PM

To: Lefty Insider lefty@insiderpub.io

Cc: Detective <detective@da.wisc.gov>; 'Paralegal' <paralegal@da.wisc.gov>

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

Mr. Insider,

I am sorry I didn't inform you of our typical process in matters like this. We take the complaint and reach out to the entity to see if there is any information they have which will help inform our decision. This can take some time depending on the response time of the agency. Once we have a response we will see if there is any other information we need to make a determination.

Thank you,

County District Attorney

da@da.wisc.gov

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From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, June 10, 2025 10:22 PM

To: 'DA' da@da.wisc.gov'

Subject: RE: Request an action for mandamus be brought against the DATCP on my behalf

Importance: High

Mr. DA,

I appreciate this correction of an oversight, and acknowledge my own impatience in this matter.

As I have indicated to your legal assistant in an email earlier today, refreshing memories my complaint is twofold:

Firstly, the DATCP PRR product is demonstrably deficient for the reasons mentioned in my original message to you, and is partially evidenced by the exclusion of many of my own complaints and attachments from myself and others mentioned in the original complaints.

The public interest question here is, can a citizen request and receive a complete and accurate set of public records from the DATCP?

Secondarily, the incomplete DATCP PRR product offered also was not sufficiently redacted, e.g. as a FCC FOIA request would be.

The public interest question here is, is it in the public's interest for the DATCP to expose full names, full street addresses, phone numbers, age information, and email addresses of hundreds of (mostly elderly) Wisconsinites, to another citizen making a complaint records request?

Thank you for your attention to this matter,

Sincerely,

Lefty

Sensing some momentum Lefty decides to push further because well…that is what he does.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Thursday, June 12, 2025 8:17 AM

To: Rep1.<Rep@legis.wisc.gov>; Sen. <Sen. @Legis.wisc.gov; Rep2.<Rep2@legis.wisc.gov>

Subject: FW: Request an action for mandamus be brought against the DATCP on my behalf

Importance: High

Gentlemen,

Below in this email thread you will see the ongoing results of my quest to get government agencies to police other government agencies.

Do you support the public's interest in making government work for citizens?

If so, how can you help me?

Lefty

And then a blast from the past.

From: FCC [mailto: consumercomplaints@fcc.gov]

Sent: Monday, June 23, 2025 2:44 PM

To: Lefty Insider <lefty@insiderpub.io>

Subject: [FCC Consumer Inquires and Complaints] Re: Slow speed Internet connection from Charpectrum

This ticket (#7867062) has been updated.

The FCC's Consumer Inquiries and Complaints Center is contacting you about the complaint you filed recently, which was assigned Ticket No. 7867xxx.

Thank you again for contacting the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider.

Here is what happens next:

- Your provider is required to send you a written copy of its response. If the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.

- You should review your provider's response. If the issues you raised in your compliant remain unresolved, you can reply directly to this email with a short description of the problem. Keep in mind that billing adjustments or other actions by your provider could take time to implement.

- If we do not hear from you within 30 days, your ticket will be closed.

- If you have new issues with your provider, you can file a new complaint by going to: consumercomplaints.fcc.gov.

The FCC's broadband label rules require Internet service providers to display their typical upload and download speeds and typical network latency. Multiple factors can affect your speed, including network usage and your own equipment. For this reason, the exact speeds you experience may be different than the speeds on the label.

This email is a service from FCC Consumer Inquires and Complaints.

So this is just theatre then, like taking off your shoes at the airport. Because in the end we agree with the ISP's consistent mantra that this is mostly _your_ problem and not ours.

So what the heck Lefty decided and fired off another email to the FCC's digital wastebasket.

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Tuesday, July 01, 2025 12:32 PM

To: 'FCC' <consumercomplaints@fcc.gov>

Subject: RE: [FCC Consumer Inquires and Complaints] Re: Slow speed Internet connection from Charpectrum

Importance: High

FCC,

Attached is supplemental Netgear RAXE500 router speed test data.

These are tests to a local speed test server and NOT to the Internet IXP backbone in Chicago or Minneapolis.

So they can't even meet the advertised and billed criteria by cheating the test, likely testing to Eau Claire.

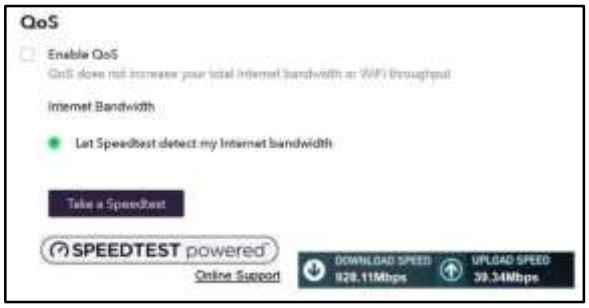
NOTE: The only place I see 1000 Mbps is on my Charpectrum billing statement, and in their advertisements.

Attachments: RAXE500 router 4 AM speed test.JPG, RAXE500 router 4 PM speed test.JPG

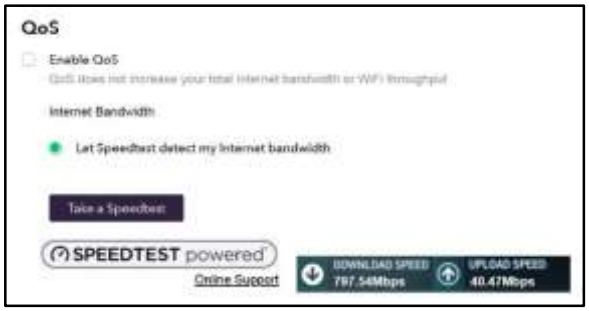
Lefty Insider

42 No Decent Internet Drive

Exploited, WISC 500-30



RAXE500 router 4 AM speed test



RAXE500 router 4 PM speed test

CHARPECTRUM COMMUNICATIONS
June 23, 2025

SUBMITTED VIA FCC WEB PORTAL
Consumer Inquiries and Complaints Division
FCC - Consumer & Governmental Affairs Bureau
45 L Street NE
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: Mr. Lefty Insider
FCC Serve Ticket Number: 786xxxx
Ticket Serve Date: May 22,2025

Dear Sir/Madam:
Charpectrum Communications, Inc. ("Charpectrum") hereby submits its response in the above-referenced matter.
Mr. Insider contends that he is not receiving the proper internet speeds for his level of service. **Our monitoring tools indicate that he is receiving download speeds of 1GB and upload speeds of 35 Mbps** which are the correct speeds for his internet package. Our broadband label indicates the ***typical speeds*** a customer can expect, but actual speeds may vary due to a variety of factors at any given moment. Our records do not indicate that Mr. Insider has requested a service call be completed at his home to investigate this matter. If Mr. Insider feels as though he is not receiving the proper internet speeds consistently, he should contact our Internet Repair team at (855) 757-xxxx and schedule a service call at a time that is convenient for him.

Please do not hesitate to contact us if you have any questions.

cc: Lefty Insider
42 No Decent Internet Drive
Exploited, WISC 500-30

Respectfully submitted,
Vice President, Law - Regulatory

Oh Ok, despite _all_ my test results showing different, I will just take your word for it. Certainly they should not be required to show any proof of that, as of course they never lie.

Lefty had sometime waiting and see if the government would actually police the government, and so he thought he would ask an AI human simulator for some information.

Venice Uncensored 1.1[12]

The newest and most accurate internet speed testing program as of 2025 is Testmy.net.

It runs entirely on HTML5 and PHP, meaning it doesn't require third-party software like Java or Flash to run your test, which can produce more accurate results.3 Citations

1 Best Internet Speed Tests for July 2025 - CNET

www.cnet.com

Importance of regular speed testing

You should test your internet speed regularly to ensure your network performs at the top of its game. While you can use these tests to learn what speed you're getting, they are most useful in determining if a glitch in your network is causing slow internet speeds or if your plan isn't delivering the speeds you pay for. If you consistently get slower speeds than what you're paying for each month, you can reassess your internet provider, plan, or even technology type.

2 Best Internet Speed Tests for July 2025

tech.yahoo.com

Even with the use of FCC-mandated broadband labels, our daily speeds are not always what our ISP advertises.

Note: M-Lab Internet Speed Test

M-Lab doesn't let you pick which server you'll use during the test and is designed for internet speeds of only up to 700Mbps. You'll need to turn elsewhere if you're trying to speed-test a gigabit connection. Tests to Chicago servers.

3 Top Internet Speed Test Sites | Allconnect

www.allconnect.com

Best ISP speed test: Xfinity https://www.highspeedinternet.com/tools/speed-test/xfinity

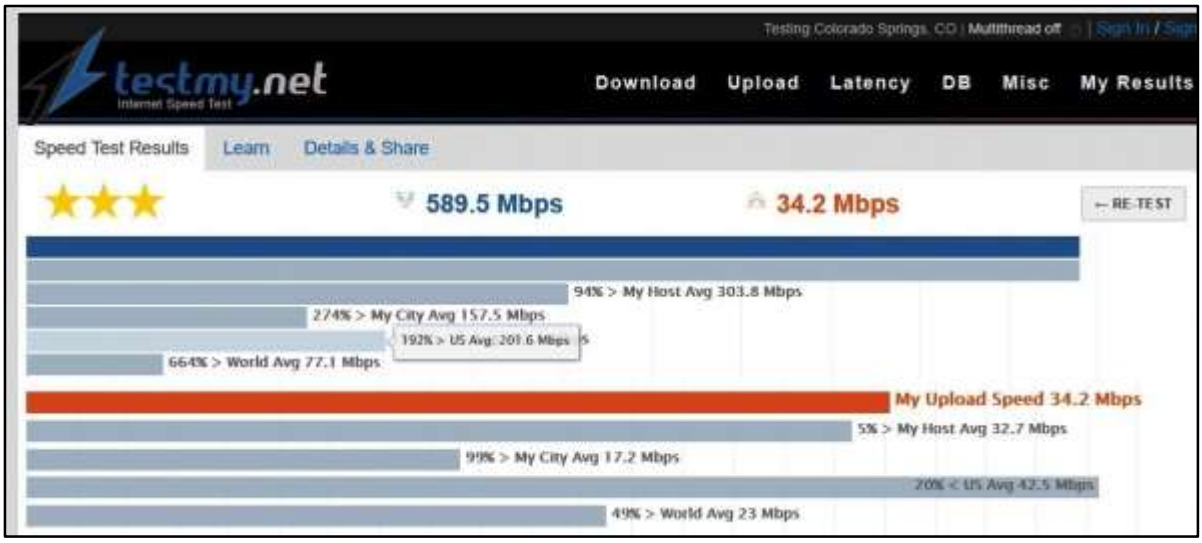
Most internet provider speed tests are similar, but we like Xfinity's because it offers insight into the types of internet activities you can do with the current internet speed you're getting.

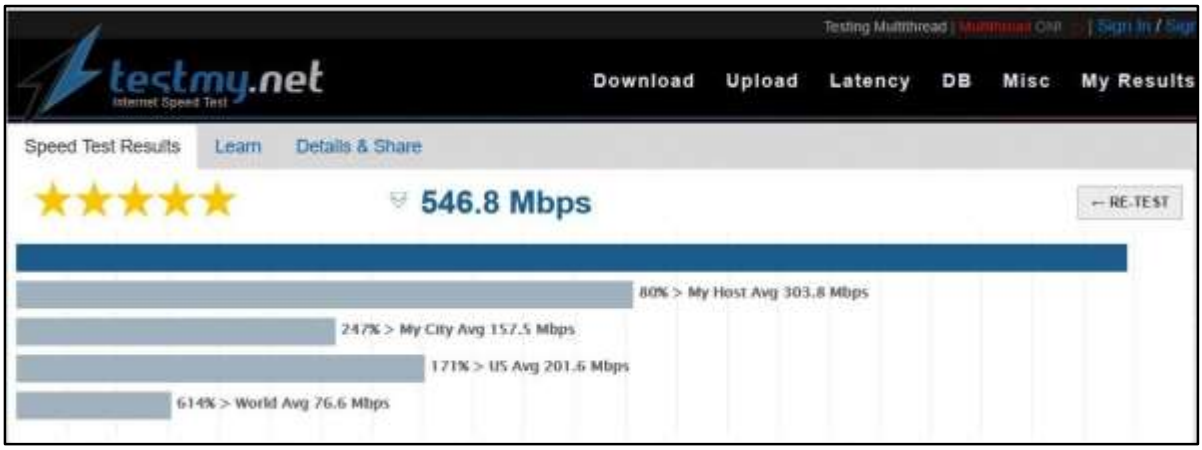
It measures your upload speed, download speed, and latency.

Note: Ookla speeds tests are not mentioned here as then only test to a local server, other than ORB, and not to the nearest Internet IXP backbone location.

[12] *Venice.ai was created by Erik Voorhees, who is also the founder of ShapeShift*

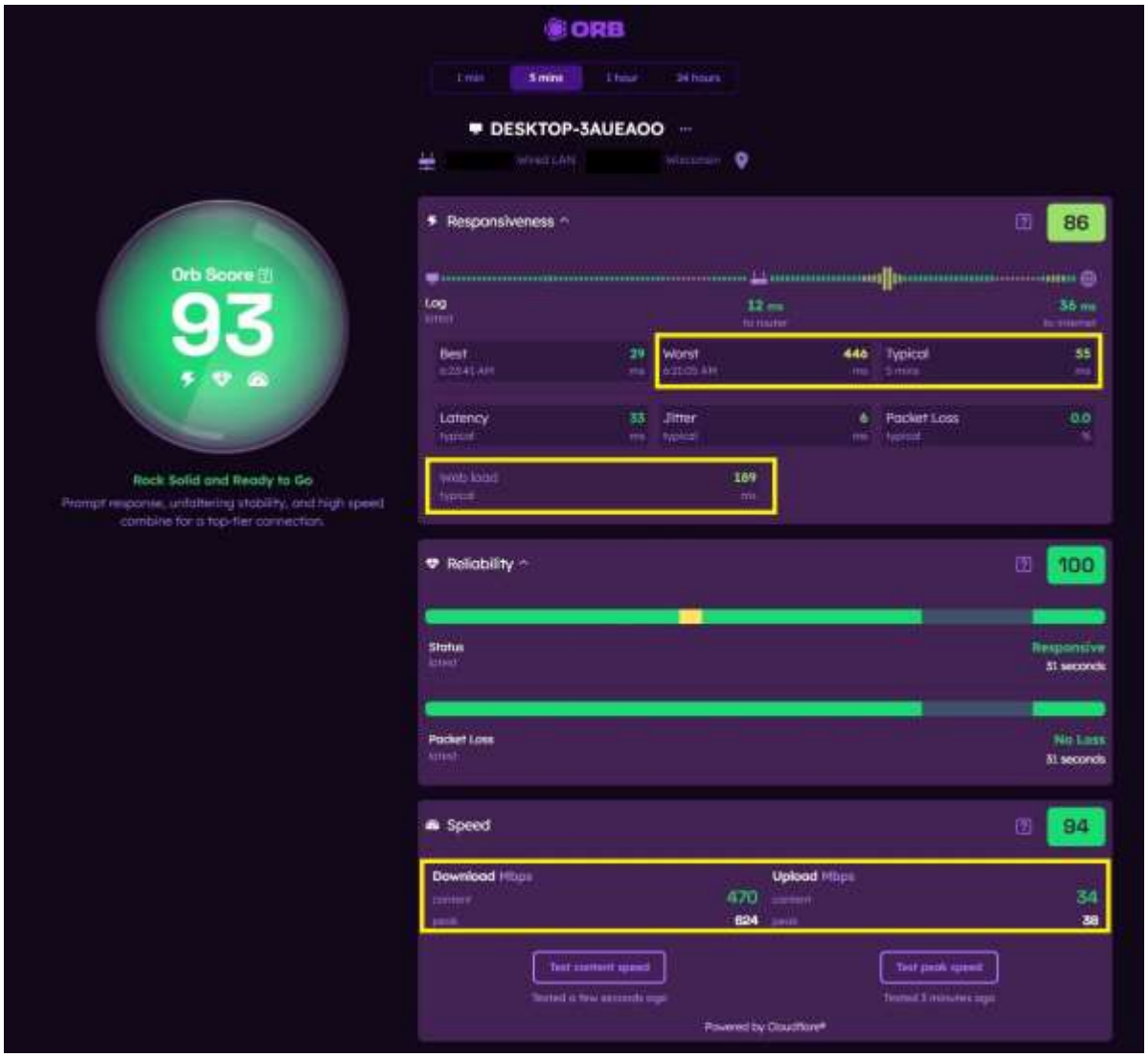
What follows is testmy.net results for both linear (single thread) and multithread tests to the closest test site available, at around 7 AM on a Wednesday.





As you can clearly see, the results are less that hoped for but are as suspected, and as detailed repeatedly and relentlessly throughout this documents hundreds of pages.

Then Lefty double checked this against the newest Ookla ORB testing software. Note the poor download and latency results, from a Windows 11 HP EliteBook G3 1 Gbps test.



So Lefty verified the slow speeds at normal and peak downloads, and also some bad latencies.

Lefty remaining bored, thought he would probe this AI human simulator for some additional information.

Q: What network monitoring tools does Charpectrum use to determine Internet speed to the customer CPE?
Charpectrum, like other large ISPs, uses a mix of proprietary systems and industry-standard tools to monitor and measure internet speed and quality to customer premises equipment (CPE). While the exact tools used internally by Charpectrum aren't publicly disclosed in full detail, the following categories and examples cover the most likely technologies and practices they employ:

DOCSIS CMTS Monitoring
Charpectrum uses **DOCSIS-based infrastructure** (typically DOCSIS 3.0 or 3.1) for its cable internet delivery. Monitoring is done at the **Cable Modem Termination System (CMTS)**.

- **Monitoring Tools:**
  - **Cisco Prime** or **ARRIS ServAssure** (depending on vendor)

What They Measure:
Downstream/upstream speeds

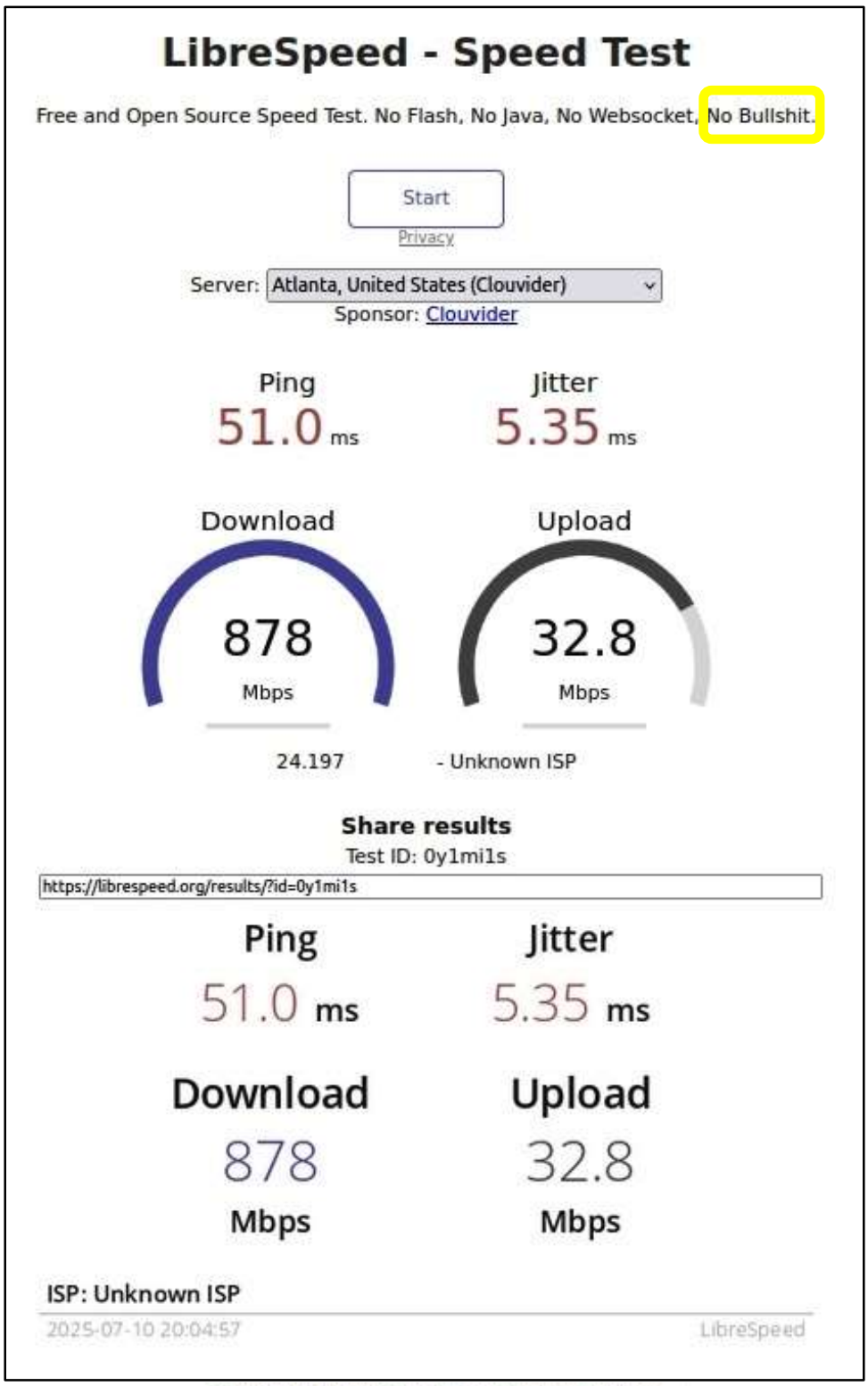
Unfortunately Lefty does not have access to his local CMTS[13], but it was once used by Charpectrum to prove their speed. Unfortunately they are also liars and cheats and they created a special route from the CMTS directly to a Chicago server, rather than using the milk-run circuitous path my packets take via Two Rivers, Stevens Point, Eau Claire, and terminating in Minneapolis.

Q: What open-source or commercial tools have similar capabilities?
Speed Test and Throughput Validation
Open-Source Tools

Tool	Description
LibreSpeed	Self-hosted speed test server (no dependency on Ookla); lightweight and scriptable.

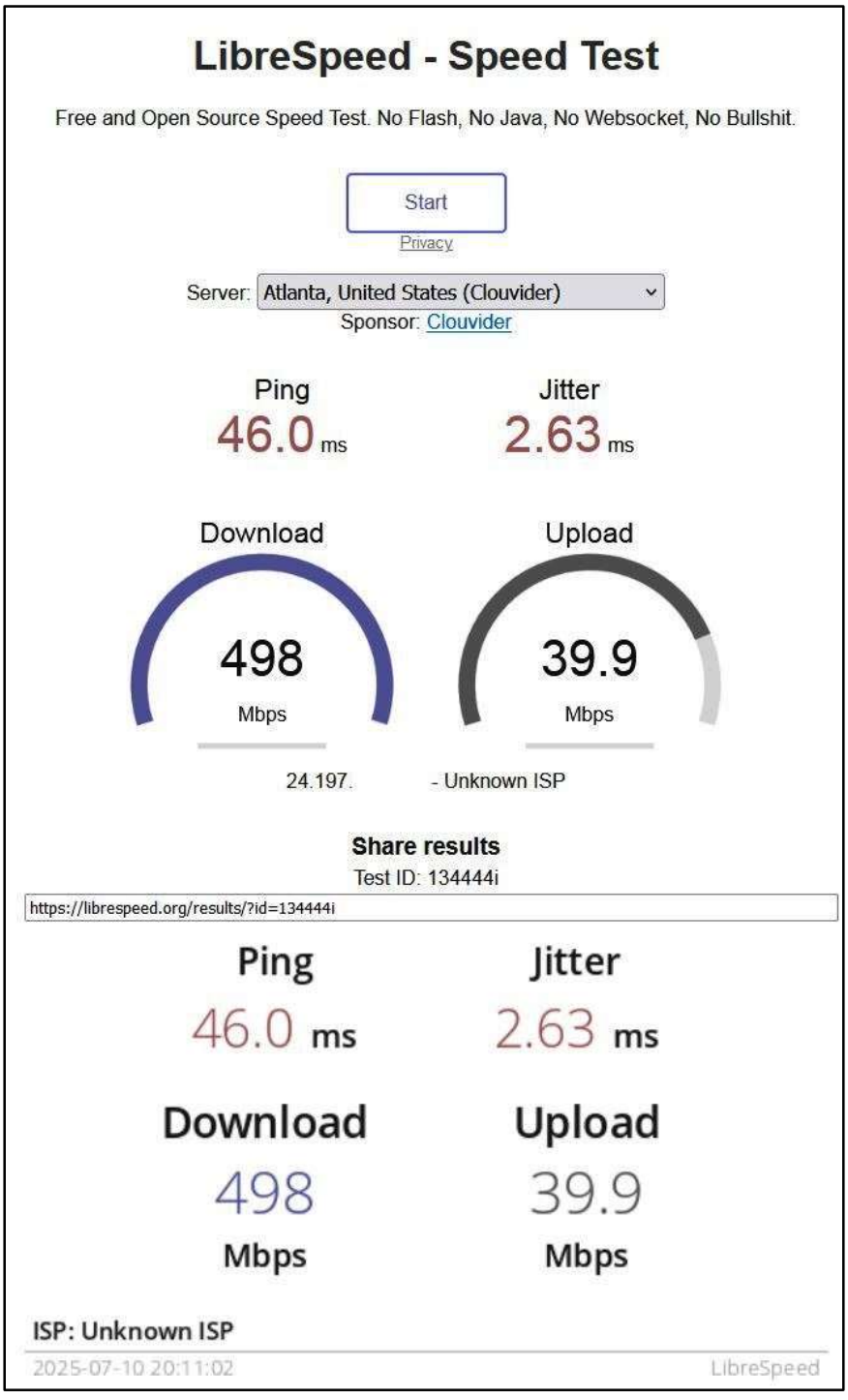
So Lefty give this a shot because like "*Hard Bob"* character on HBO's streaming series Billions, LibreSpeed appears to ***"brook no bullshit."***

[13] A cable modem termination system (CMTS, also called a CMTS Edge Router) is a piece of equipment, typically located in a cable company's headend or hub site, which is used to provide data services, such as cable Internet or Voice over IP, to cable subscribers. Wikipedia.org



LibreSpeed Linux Mint (Atlanta is closest option)

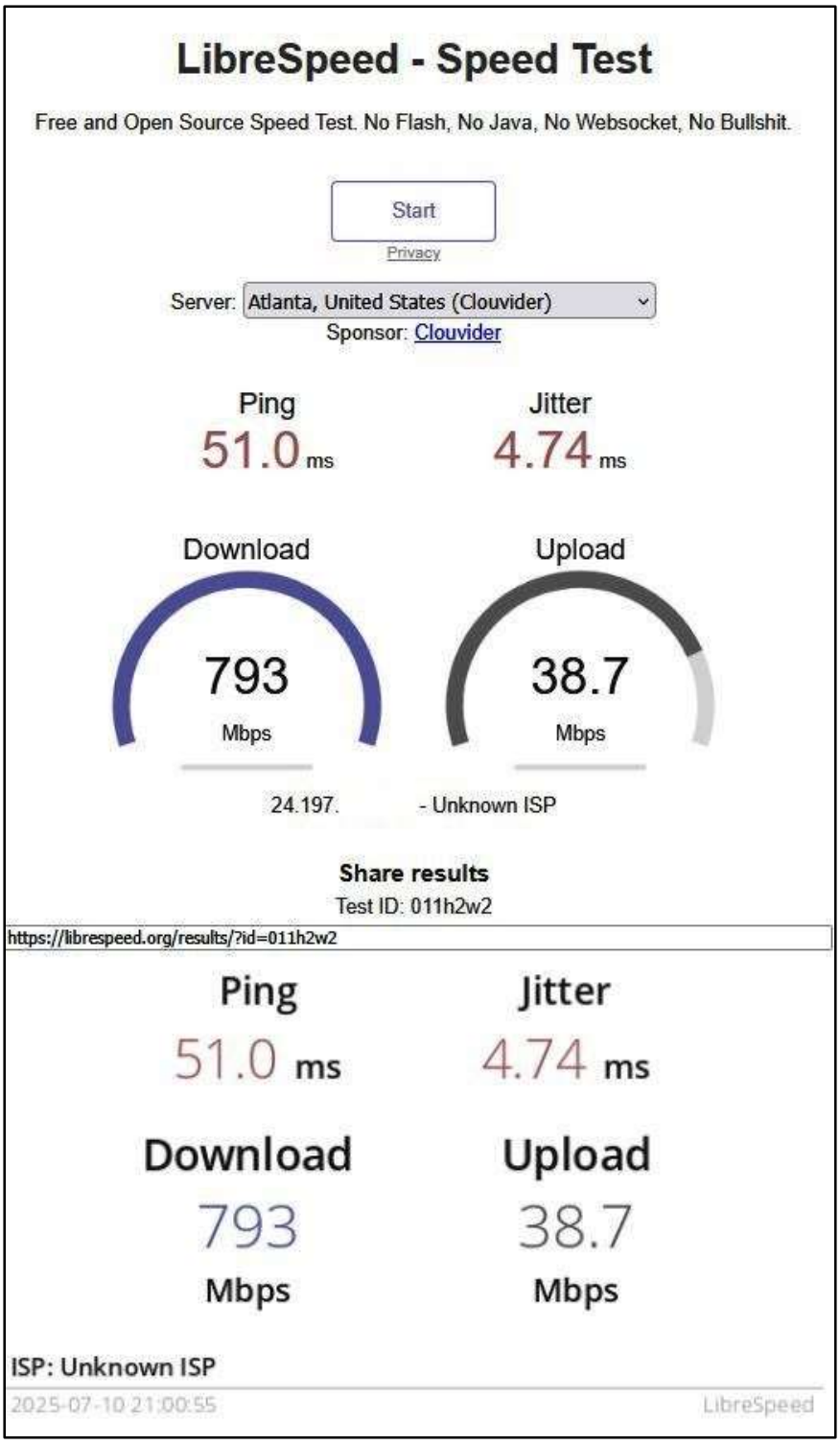
So, a reasonable download speed, but deficient upload speed and latency.
So let's try a Windows 7 machine



LibreSpeed Windows 7

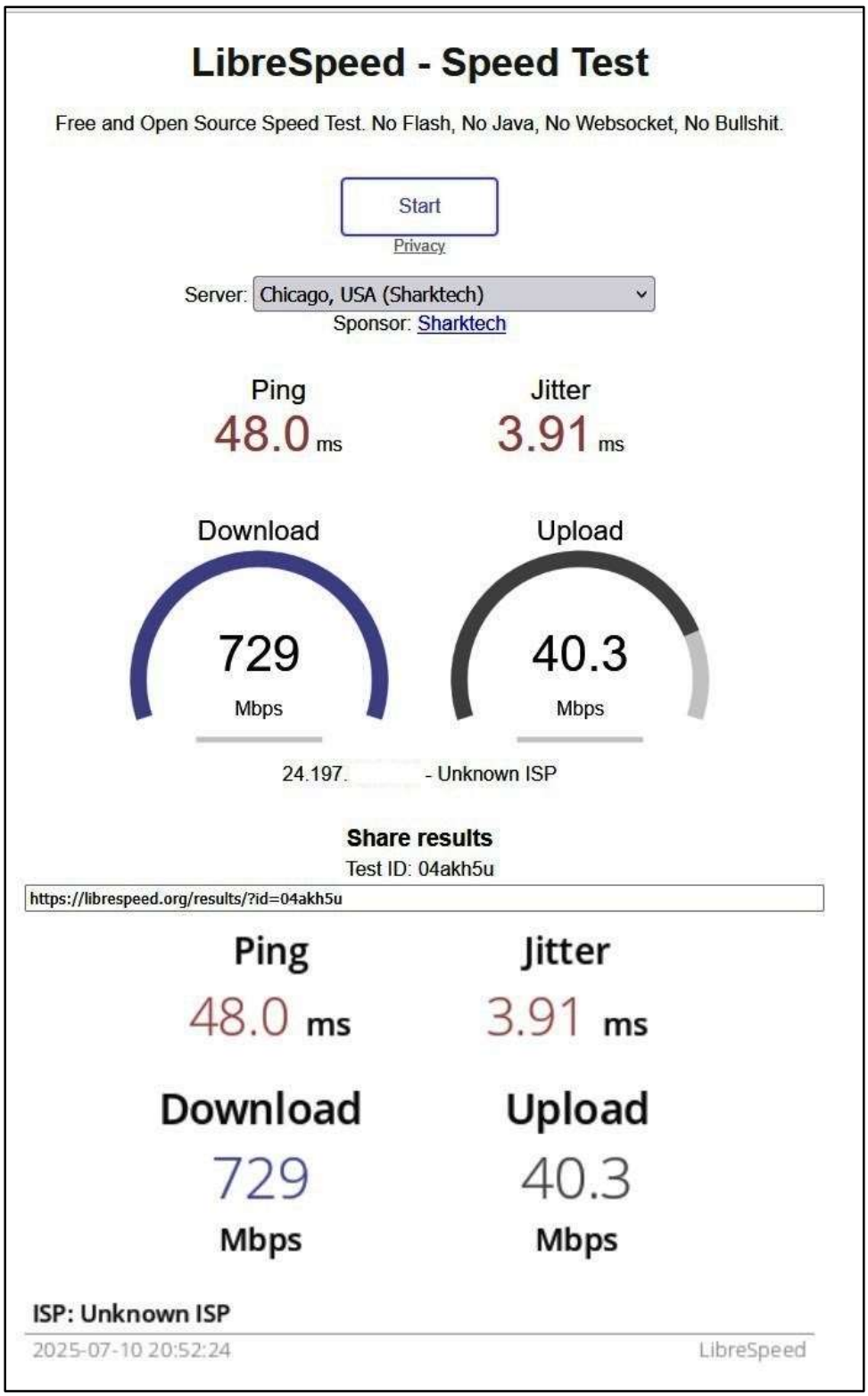
Poor download speed and high latency.
This is the same machine showing 499 to 699 Mbps on the previous alternative speed tests.

So let's try a Windows 10 machine



LibreSpeed Windows 10

Better upload and download speeds but high latency and jitter.
So let's try a Windows 11 machine



LibreSpeed Windows 11 (Note that Windows 11 provides a Chicago test location option for testing only with the Firefox browser, not the Brave browser. Speed results were similar.)

Marginally good speeds but also high latency and jitter.
Note: all LibreSpeed tests conducted with the Firefox browser.

Meanwhile…

From: Lefty Insider [mailto: lefty@insiderpub.io]

Sent: Monday, July 14, 2025 12:07 PM

To: 'DA' da@da.wisc.gov'

Subject: Re: Request an action for mandamus be brought against the DATCP on my behalf

Importance: High

"This can take some time depending on the response time of the agency."

DA,

Another month has gone by now, and I am wondering if there has been any activity on this subject.

What would your expectations be?

Sincerely,

Lefty Insider

42 No Decent Internet Drive

Exploited, WISC 500-30

So it would seem that time is up on this attempt to use the justice system in this state.

Like the court systems and the consumer protection systems, Lefty is unable to make them work for him.

I guess it is just like what Judge Wannabe told Lefty in court. *"You can access the system as a citizen, but that doesn't mean you can utilize it without an attorney."*

Update: last month my RG6 cable to the residence was unintentionally cut by a contractor and I twisted the arm of the Charpectrum contractor to replace with RG11 cable. Made no difference but for peace of mind.

Questions We Need To Ask Ourselves (and have answers for)
Can we live with this?

I am in receipt of 2800 plus **un-redacted** pages of Public Records Request complaint documents related to the Charpectrum Internet service from Wisc citizens. Most are related to predatory billing practices, (sad and depressing horror stories).

There are 165 pages alone of speed complaints from Charpectrum. The complaints have to do with home businesses, remote work from home, remote primary and secondary education for students, as well as continuing adult education. I also have 123 pages of Wisc Charpectrum FCC Internet speed only complaints from a FOIA request I made last year, which I submitted to you previously.

Some questions to think about:

1. How can you have urban or rural economic development when the incumbent ISP's arbitrarily throttle upload speeds to <50 Mbps? Remember that fast downloads generate revenue for Netflix, Amazon, etc. but upload speeds enable community based business revenues as well as work from home, telehealth, remote education, etc. Most communities in rural areas for example, which are listed as served while subscribed to 300/20 Mbps service, but are actually receiving <100/20 service due to network congestion from lack of ISP investments, which would make them underserved in reality. Literally all fixed broadband wireless, satellite, and home wireless customers are also being given underserved speeds.
2. If the incumbent monopolies like Comcast and Charpectrum is getting $100 per month from people like me for a half-assed 1000/30 HFC cable Internet connection, (about 500/30 Mbps actual with 30-60 ms idle latencies, and much worse observed loaded latencies of 80-250 ms), absent any fair market competition or government regulation from the FCC and/or the PSC to drive innovation and investments, why would they spend hundreds of thousands of dollars to run fiber optic cable for 1000/1000 symmetrical speeds into my 30 home subdivision only to collect the same $100 or less? How is it possible that those in the communities of rural areas with far, far, worse Internet connectivity speeds, will ever get 1000/1000 Mbps or better Internet connectivity?

What we all want, need, and deserve, short of lower cost Community and Municipal based Open Access Networks, is at least for now that the incumbents like Charpectrum, Comcast, TDS, and Frontier, will be forced to compete and innovate for our dollars. As Pres. Biden said: “Capitalism without competition is exploitation.”

I just don’t see how this can happen until the county steps up and takes responsibility like they do for roads, bike paths, and other critical infrastructure, etc. Fiber is actually less expensive to install per mile than these. We need to give the next generations some hope!

Statewide DATCP Speed Complaints Regarding Charpectrum

Redacted speed complaint pages follow, but this one example below should help set the tone of your complaint database:

Your Complaint

I?ve had an ongoing UNRESOLVED complaint with these idiots since last JULY!!! I?m not even bothering calling these dipshits anymore. They promised me a rate for my services GUARANTEED until next JULY. It magically went up AGAIN!!!! They also STILL owe me a $274 bill credit that THEY promised ME last JULY!! Totally THEIR idea, not mine! I?m SOOOOOOOOO sick and tired of dealing with these LYING, INCOMPETENT ASSHOLES, that I cannot even stand it!!!! Can SOMEONE PLEASE do SOMETHING to these cocksuckers, so they are FINALLY held accountable for their what I?m quite certain are ILLEGAL BUSINESS PRACTICES?!?!?! It?s been OVER SEVEN MONTHS, and they?re STILL pulling their BULLSHIT!!!!!!!!! THIS IS FUCKING CRAZY!!!!!

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	07/16/2022

General Consumer Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
State
Zip

[redacted]

Phone me between 8-4 at
Best time to call
Information about the perso **is against:**
Business Name

Name of the person you talked to
Title of the person you talked to

Your Complaint

Internet speeds - 4x a day my phone, computer or TV tell me I cannot use WiFi.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	

Payment Information

Amount Paid
Payment Method
Description of Payment Method (if "Other")

Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	
Have you started court action?	
How do you feel this complaint should be resolved?*	Ensuring they are providing the agreed speed (it?s happening now and the beginning of the month)
Other Information	
How did you hear about us?*	Referral (BBB, Legal Action, etc)

General Consumer Complaint

Your Information	[redacted]
Salutation	
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Home Phone	
Email	
Phone me between 8-4 at	Cell
Best time to call	9-4

Information about the person or business your complaint is against:

Business Name	[redacted]
Business Phone	
Website	
Name of the person you talked to	Multiple
Title of the person you talked to	Multiple

Your Complaint

I was paying $39.99 per month for Internet Ultra (600MB). My promo ended and my bill went to $64.99 per month. I called Charter/Spectrum to disconnect, and they offered me an upgrade to Gig for $62.99 per month ($67.99 minus $5 auto pay discount). I accepted. We were disconnected at the end of the call, so I chatted with another rep to see if the order went through. She said it did and verified the $62.99 price. Later I received an email confirming the order, but it stated my rate was $82.99 per month, not the $62.99 I was promised. So, I chatted with them again. That rep also said she could see I was quoted $62.99 per month but she couldn't do anything about it and said I needed to call another department. I called them, that rep saw the same $62.99 price, but also couldn't fix it, so she sent me to a manager (Caleb). Caleb claimed he could also not fix it and give me the price I was told. He said he would try to cancel the order but wasn?t sure it would work and then sent me to someone else. She also verified I was told $62.99 for Gig but said she couldn?t fix it. She said she put me back on the Ultra at $64.99 but I have no idea if it worked because I have not received any confirmation emails from that order. I asked her if the equipment that I no longer needed would still show up. She said the order was canceled so nothing would ship. Of course, on Saturday the equipment arrived. After more than FOUR HOURS spent on this, I not only don't have the faster speed and the price I was promised, but I also don?t even have the same price I did for the Ultra before they screwed it up! I have all the chat logs confirming the $62.99 price for Gig. You can also listen to all of the phone calls. This could not possibly have gone any worse.

Information About Your Complaint	
Details about the Incident	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	Chat
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	11/01/2024
How old is the person who had contact with the business?	
What product or service did you buy?	Internet
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	11/01/2024
What happened when you contacted the business?	See details in full complaint
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBBB
What happened when you contacted the other agency?	In process
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Give me the Gig at $62.99 which was promised, or leave my service at Ultra at the same price I was paying before which was $49.99.

Other Information

How did you hear about us?*	Internet

General Consumer Complaint

Your Information

First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone

[redacted]

Phone me between 8-4 at
Best time to call

Information about the perso[redacted]t is against:

Business Name
Address Line 1
City
State
Zip
Business Phone
Email
Website

Name of the person you talked to	Reed Mikels
Title of the person you talked to	Supervisor, Field operations

Your Complaint

Our internet service with Spectrum has been abhorrent. The connection we have is extremely unreliable. My partner and I both work from home so a stable connection is imperative. We have had around 8 technicians out to our apartment in the seven months we have lived here. Every technician has a "solution" and says that the issue should be resolved. During the typical course of a technicians trip to our home, they consistently talk down on the work performed by other technicians and provide reason to believe, through their degradation of fellow technicians, no one with in the company seems to know what is going on or why. There have been countless fixes that ultimately end up doing nothing to resolve the issue. We have even had a supervisor come to our apartment. He essentially told us in the most condescending manner possible that we don't know what we are talking about and that the issue is common with internet and the only thing we can do is wait. We have waited. Reed Mikels, the supervisor that was supposed to resolve this issue with the help of Spectrum's maintenance team, and stated he would follow up with us 3 times after his visit. He didn't even follow up once. I emailed him with no response as well. The issue of inconsistent connection and internet dropping is still present. Customer support does nothing to help the issue outside of their standard fixes. Any account credits are minimal and they state that they can only credit for times the internet shows it is down on their end. At this point I would find a new internet service provider, but Spectrum holds a complete

monopoly over the internet business in my area. We are left powerless and with out option to take our business elsewhere.

Information About Your Complaint

Details about the Incident	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	
Have you started court action?	
How do you feel this complaint should be resolved?*	This complaint should be resolved with cessation of the issue, and fair monetary

	compensation of the service, and work opportunity lost due to the issue.
Other Information	
How did you hear about us?*	Other

Telecommunications Complaint

Your Information	[redacted]
Salutation	
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the person	**is against:**
Business Name	
Address Line 1	
City	
State	
Zip	
Business Phone	
Website	
Name of the person you talked to	
Title of the person you talked to	

Your Complaint

I originally filed a complaint regarding Charpectrum internet with the WI PSC, Consumer Protection on 04/08/24. Peter Wong advised me to contact the DATCP instead, but he did send a copy to Spectrum. I see Telecommunication complaints were #5 on the DATCP List of Complaints 2021, and moved up to #4 in 2022 and 2023. My complaint sounds very familiar to class action lawsuits held against Charpectrum: https://soderstromlawfirm.com/claims-against-Charpectrum/ My complaint: 1) Excessive increase in cost (from $59.98 in 2020 to $112 in 4 years.) Current ads still show $49.99 2) Service is NOT as advertised ?300mbps with 99.9% network reliability?. Current ads still show that. I sent Charpectrum several screen shots of mbps as low as 28! It is SPOTTY! 3) Customer Service seems well rehearsed and threatening: told me that I would lose my ACP credit if I cancelled. (that was before it actually was cancelled) 4) Monopoly. When Charpectrum first flooded my area with ?great price?, they put out all the smaller internet companies and now that they stand as one of the only providers left, it feels like extortion when the bill continually rises. To expound: Yes, I initially called Customer Service and spoke to Vanessa. I explained that my service was spotty due to the fact that our dead-end road was spliced onto an old box at the intersecting street. 2 Technicians already explained that. I wanted a reduction in cost until it could be remedied. She was very short and said I had 2

choices: reduce services or call technical service. I asked to speak to a supervisor, but she refused and repeated the two choices. So I filed the complaint with the PSC. When Charpectrum received a copy of the PSC complaint, I was bombarded with a variety of phone messages and emails, lots of different numbers. Who to call?? And it was quickly labeled ?Escalation?! The first person I replied to, Jennifer P., I explicitly said that I had company over the weekend and would get back next week. The phone would not stop ringing, I resorted to unplugging it! I even got letters that ?our efforts to reach you have failed? but they were all within a couple of days! I stated to Jennifer P. that under the conditions, I prefer to keep communications in email and sent a copy to each one that emailed me. It felt harassing, not helpful. Jennifer P. in Repairs, she was able to get a repair man out. He was able to replace a splitter at the house box to improve things a bit. I replied to Jennifer the following: ?I don?t think there is much you can do further. However, I am not finding the ?300mbps? as advertised a consistency at all. Ad copy above says ?99.9% network reliability?. I still believe it is the spliced box. I am a very understanding person, so I don?t expert perfection, but that was my original inquiry to Customer Service. That the cost has risen from $49 to $112 and I do not get reliable service. I understand Charpectrum will eventually be upgrading the wires ...

Information About Your Complaint	
All business telephone lines affected by complaint	[redacted]
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Printed Ad
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Hi Speed Internet + phone
Was it advertised?	Yes
Where advertised?	circular
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	

Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	04/08/2024
What happened when you contacted the business?	see complaint
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	PSC
What happened when you contacted the other agency?	Peter Wong referred me to DATCP
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Charpectrum should reduce my cost until they can repair the spliced box. BUT they also should not be allowed to raise cost from $49.99 ads so quickly to $112. I have elder friends with bills over $200 and they feel they cannot get past the well-trained "customer service".
Other Information	
How did you hear about us?*	Other

Telecommunications Complaint

Your Information
Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

Phone me between 8-4 at
Best time to call

Information about the per int is against:
Business Name
Address Line 1
City
State
Zip
Business Phone
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

Spectrum has unfairly increased the price of our cable internet service. We did not request or want a service change but they are requiring a change to a higher priced service regardless of our objections. After notification of this change, I received an email saying that the service has been indefinitely delayed. We have the bill on auto pay. Our overall bill went up by $2/mo. due to the increase in internet service. I did not receive notification that the service was actually changed. My internet service did not increase in speed. It still hasn't although their tech support may be able to help me get the higher speed working. I was credited $10 for slower service. Apparently, the internet service increased by $12/mo. not $2/mo. since a 6mo. trial (at a supposed $10/mo discount) was started. The net effect is to force us to pay $12/mo. more on our internet service for higher speeds that we didn't request or even want. We should be able to keep our original internet service or continue to have their lowest internet service at the same price. The price increase was deceptively done by first the $2/mo increase, notification that the service change was delayed indefinitely, no notification that it was changed, and then effectively increasing again by $10/mo. 6 months later for a net increase of $12/mo.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Internet
If other, describe the other method of contact.	phone
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/16/2024
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	internet & digital phone service
Was it advertised?	No
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	49.99
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Increased internet speed
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	69.98
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	My Home

Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/16/2024
What happened when you contacted the business?	They were unwilling to remove the price increase of $2/mo now ($12/mo after 6 mo. trial) for increased internet speed we didn't ask for or want. Cost of minimum internet service keeps increasing! I'm had the internet service for many years. I'll be 62 in less than 2 mo.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Our internet service should remain indefinitely at $47.99/mo. at the lowest internet speed that Charpectrum offers (but not at a lower speed that it previously was 15Mbps/3Mbps). There is very little internet competition is our area.
Other Information	
How did you hear about us?*	Other

Telecommunications Complaint

Your Information	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the person o	**st:**
Business Name	
Zip	
Website	
Name of the person you talked to	
Title of the person you talked to	

Your Complaint

Internet service has been persistently intermittent for several months. It freezes on our computers, TV service stops frequently and we have had full-day service interruptions. The FCC speedtest generally shows ~150 download speeds so the provider is having more difficulty with basic server services. This also resulted in no cell phone coverage in our area, again for up to full days at times. The website for this company does not give service status and does not support making timely complaints or comments about service. My request is to address consistent service at our purchased speed (listed as 'Ultra') and to change their processes to allow accurate and timely lookup of service status when they suffer service problems.

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Printed Ad
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/01/2021

How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet access
Was it advertised?	Yes
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	No
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	50
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	No
When did you contact the business?	
What happened when you contacted the business?	No option for contacting business about service via our registered online account with them.
Resolution Information	
Have you filed this complaint with another agency?	No

Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Company should change their website for full support, not just addressing bill payment and how to add more services.

Other Information

How did you hear about us?*	Other

Telecommunications Complaint

Your Information	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Email	com
Phone me between 8-4 at	
Best time to call	
Information about the person	**s against:**
Business Name	
Zip	
Website	nternet
Name of the person you talked to	
Title of the person you talked to	

Your Complaint

Internet service has been persistently intermittent for several months. It freezes on our computers, TV service stops frequently and we have had full-day service interruptions. The FCC speedtest generally shows ~150 download speeds so the provider is having more difficulty with basic server services. This also resulted in no cell phone coverage in our area, again for up to full days at times. The website for this company does not give service status and does not support making timely complaints or comments about service. My request is to address consistent service at our purchased speed (listed as 'Ultra') and to change their processes to allow accurate and timely lookup of service status when they suffer service problems.

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Printed Ad
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/01/2021

How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet access
Was it advertised?	Yes
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	No
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	50
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	No
When did you contact the business?	
What happened when you contacted the business?	No option for contacting business about service via our registered online account with them.
Resolution Information	
Have you filed this complaint with another agency?	No

Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Company should change their website for full support, not just addressing bill payment and how to add more services.

Other Information

How did you hear about us?*	Other

Telecommunications Complaint

Your Information	[redacted]
Salutation	
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Home Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the person c	
Business Name	
Address Line 1	
City	
State	
Zip	
Business Phone	
Website	
Name of the person you talked to	
Title of the person you talked to	

Your Complaint

I have noticed for the past 3 months (November 2023, December 2023, January 2024)that my internet has been buffering 2-3 days before my bill is due. I have an auto payment set up through my bank (Port Washington State Bank). Beginning on 2/1/2024 my internet began buffering at random times during the day. My bill was due 2/3/2024. My bank was set to pay on 2/2/2024. On 2/2/2024, my son notified me at 7:00 am that our internet was out. I checked my Charpectrumapp and it said my bill was still unpaid but it was not due until the next day. I called my bank to confirm the payment was made. It was but technically they said it could take up to two business days for Charpectrum to receive the electronic transfer of funds. Concerned that my payment might be late, I paid directly through the Charpectrumapp which would now provide a double payment to Charpectrum When I returned home from work about 3:30pm my internet was working. On 2/3/2024 at 5:28 am I received an email from Charpectrum that I had a service outage. I restarted both my router and modem and followed all direction provide on the website. No internet. I then began a chat with a customer service person who said they would need to schedule a technician to come out to the house. The technician (Daniel) arrived a 12:30pm. After checking the line inside the house he confirmed that there absolutely no "communication"

coming to the house from the line outside. Standing at the window in our kitchen we can see the pole where the Spectrum line is connected. The Charpectrum technician said" I see a red line tag. Someone disconnected it." The red line tag is apparently Charpectrums official disconnection tag. My husband has a picture of this. My husband told him we watch tv the night before so it had to be disconnected between 11:00pm and 5:30am. Daniel stated that they have a 3rd shift crew. This pole is approximately 800 feet from the service road. We were never notified that someone had been on our property or that we were officially disconnected. Daniel had to run a new line and reconnect to get us service. As I indicated, the buffering has prior to the due date has been happening the last few months. This time they actually came out and disconnected my line. Not only was my payment on time but I paid an additional month in advance. I know they want me to use their app for auto payment but I am not required to and I am not late. I still request a paper bill because every month they change the due date and often add little extra fees. I cannot believe that we are the only ones this is happening to. My bill states: Service from 01/17/24 through 02/16/24. On a side note, 1 1/2 years ago they turned my internet off for more than one week. My bill was paid in full and my bank confirmed the the check was cashed (when I still wrote them). After speaking with 28 different people (no lie, I had a legal pad) and one week later, they discovered they applied my money to someone else's account.

Information About Your Complaint	
All business telephone lines affected by complaint	Internet
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Other
If other, describe the other method of contact.	Email, text, chat & phone
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	106.35
Were you billed for a service or product you did not receive?	Yes

What product or service did you not receive?	internet
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	202.35
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Other
Description of Payment Location	Bill pay through my bank
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/03/2024
What happened when you contacted the business?	They sent a technician. The technician came and told us our line had been red tagged and disconnected.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	I don't think this is just happening to me. I suspect there are many more. Spectrum should not be allowed to turn off my internet, bully me into paying another month ahead, only to have someone come out in the middle of the night on my property and disconnect me after they have 2 months paid including one in advance. Class Action lawsuit?
Other Information	
How did you hear about us?*	Google

Telecommunications Complaint

Your Information
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone

Phone me between 8-4 at
Best time to call

Information about the person s against:
Business Name
Address Line 1
City
State
Zip
Business Phone
Email net
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

After multiple phone calls and a 20 minute wait for a call back, the last agent transferred me to the dept where a tech would be scheduled to come to my home and resolve my issue. I finally got connected after over 28 min on that hold. The tech asked my name and immediately hung up on me. I am paying for 100+ mbps and only getting 18.85 download and 11.66 upload per speedtest.net. THe rep had my phone number and failed to call back even though he was aware that a disconnect had happened and obviously had my phone number in the call records. It took me a total of 2 hours to get to the point where the agent hung up and did not call back or follow-up in any way. I would like this issue fixed, I want the technician scheduled to come as promised and I want to be reimbursed for the past 12 months as I have never had speeds over 20mbps.

Information About Your Complaint

All business telephone lines affected by complaint
Your complaint is about? Internet Service Provider
Other Information (description from prior selection of "Other")

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet 100 mbps
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	The speed I for which I am paying
Were you notified of additional fees at the time of sign up?	
Activation fees	No
Fee on bill	No
Installation fees	No
Fee on bill	No
Cancellation fees	No
Fee on bill	No
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	69.00
Payment Method	Check
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	North Shore Bank Bill Pay
Interactions with the Business	

Did you contact the business about your complaint?	Yes
When did you contact the business?	07/24/2020
What happened when you contacted the business?	They transferred my call multiple times for a period or 2 hours and hung up on my after connecting with the final transfer after a final 28min on hold.

Resolution Information

Have you filed this complaint with another agency?	Yes
Agency name	FCC
What happened when you contacted the other agency?	Nothing yet, I just filed the complaint today
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Fix the issue so I receive the speed for which I am paying and reimburse or credit my account for the past 12 months of inferior service, including the waste of my time incurred with the under-staffing that causes wait times on hours.

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Division of Trade & Consumer Protection

Department of Agriculture, Trade and Consumer Protection

Telecommunications

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. Ho
Name
Provid
Phone
Conta
Addre
City:
All bu
2. Wh
Name
Addre
City:
Phone
Busin

[redacted]

Information about your complaint

3. Your complaint is about: *(check one or more)*

___ Cellular phone service	___ Pay telephone service	X Internet service provider
___ Long distance phone service	___ Unsolicited facsimile	___ Calling card
___ Internet web page provider	___ Dial-around service (e.g. 10-10-XXX)	___ Cable television
___ 900 # (Pay-per-call)	___ Local phone service	___ Satellite TV service

___ Other, please explain: _____

4. Which of the following best describes your first contact with the business: *(check one)*

___ Internet	___ Person from business came to my home	___ I went to the business
___ Email	___ Person from business called me	X I telephoned the business
___ I responded to a radio or TV ad	___ Business sent me information in the mail	
___ I responded to a printed advertisement	___ I attended a convention or trade show	

5. When did your first contact with the business occur? month: _____ day: _____ year: 2013

6. Your age or age of person who spoke to business? Age: *(circle one)* 0-17 (18-61) 62 or older

7. What product or service did you buy? *(please be specific)* Standard Internet

8. Were you billed for a service or product you did not order (unauthorized charges)? *(circle one)* No (Yes)

9. How much were you charged? $ 40 over the speed I was actually receiving for over 3 years

10. Was the item advertised? *(circle one)* (No) Yes Date: _____ Where: _____

11. Did you sign a contract/agreement? *(circle one)* (No) Yes If yes, contract/agreement number: _____

12. Where were you when you signed the contract/agreement? N/A Date signed: _____

13. Amount paid: $ at least 1080.00 by: *(circle one)* cash (check) credit card financed money transfer other plan
over the last 3 years

IMPORTANT: More questions on the back page (over) I:\ dtcp\common\Fact Sheets\ComplaintFormTelecom311 CP-124(09/19)

14. How were you billed for the service/product? *(circle one)* credit card telephone bill (directly from business)

15. Were you notified of additional fees at time of signup? Activation fees: Yes (No) If no, fee on bill $_____ *(circle one)*

Cancellation fees: Yes No If no, fee on bill $ N/A *(circle one)* Installation fees: Yes No If no, fee on bill $ N/A *(circle one)*

16. Where did you pay the business: *(check one)*

___ Internet X By mail ___ By telephone with credit/debit card ___ Away from company's place of business

___ At my home ___ At the company's place of business ___ At a convention or trade show

17. Did you contact the business about your complaint? *(circle one)* No (Yes) If yes, date? _____

What happened? _____

18. Have you filed this complaint with another agency? *(circle one)* No Yes Agency name: NO

What happened? _____

19. Have you contacted a private attorney? *(circle one)* Yes (No)

20. Have you started court action? *(circle one)* Yes (No)

21. Describe your complaint in detail. Be specific about any oral statements the business made to you, especially those which influenced you to deal with the company. Include the current status of your complaint e.g., still receiving unauthorized charges", "long distance service has been switched back to original company", "still being billed for unordered/cancelled cable service", etc. Attach additional sheets if necessary.

I have been a Charpectrum Customer ([redacted]) Since 2013. I signed up with the Standard internet of 30mbps. Over the years as the speed increased so did the rates. Two years ago my boyfriend commented on how slow our Internet was and he would test the speed and it would read as 30-35 mbps. I called the Spectrum why when I was paying for standard (60 mbps @ the time) I was only getting 30-35 mbps. They told me it was my modem/router. This past Christmas he bought me a new cable modem that more than capable of maximum speed and did the test again. It still only registered 35 mbps. I called and questioned why the reading speed was still so low. They stated that my bandwidth speed was the same as when the (Continued)

22. How do you feel your complaint should be resolved? *(please be specific)* I would like a refund of the amount I've been over charged over the last 3½ years

In order for us to proceed with your complaint, you must send us two photocopies of any written contract, mail solicitations, letters and billing which are involved. If you were billed on your telephone or cable bill, include all pages of the bill.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: _____ Date: 2.1.21

Return this form and copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

EMAIL: DATCPHotline@wi.gov

WEBSITE: datcp.wi.gov

(800) 422-7128
FAX: (608) 224-4677
TDD: (608) 224-5058

Account was Created with [redacted] They Could not explain why the cost kept raising over the last 7 years when only receiveng their "lite" version, which has a rate of $39 per month. I have been paying $78.00 for the last 3 years and in the years previously '60 $70.

Aaron the sales man said that he would switch my account to the speed that I was paying for, which is the 400 Mbps plan. They did have the gall to charge me a switching fee of $10.00 which I called and complained and they removed once I explained that I have been overcharge for over the last 3-4 years.

He said he couldn't refund the overcharge.

A friend suggested I

Contact your agency and hopefully you could help me get my overpayment refunded.

On my bills, not one of them lists what the Mbps should be for the plan I'm paying for.

I have all past bills, but didn't think including them would show anything.

Please let me know if you need those past bills.

Thank you

[redacted]

Telecommunications Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Work Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call

Information about the pers[redacted]nt is against:

Business Name
City
State
Business Phone

Name of the person you talked to
Title of the person you talked to

Your Complaint

I have made a trilogy of complaints, with supporting documentation, which I have made via email and web form to Charpectrum as well as to the FCC as three separate consecutive consumer complaints over the past six weeks or so. The FCC ticket No?s. are 4692199, 4692199, and 4703882 respectively. I have also recently filed a complaint with the FTC Technology Enforcement Division. I have been a Charpectrumcustomer at this address for more than two years and recently upgraded to their new faster service February 25, 2021. I have not received the advertised speed service, which is the issue at hand here. My account number [redacted] The Internet Ultra service as it is currently advertised and physically made available, is according to my recent comprehensive testing is in all actuality unavailable. As such, this service offering is fraudulent by its very nature in my view. Their marketing information indicates no qualifications or contingencies on me availing myself of this service and being able to receive the advertised Internet speed. https://www.Charpectrum/ultra This corporation continuing to charge customers for a service level they cannot achieve on an ongoing basis also represents a blatant fraud in my view. In addition the above advertisement makes a product performance reference to an FCC report, which in itself or appendices, does not appear to contain the information they indicate it does. So this is another example of what appears to be blatantly fraudulent marketing. In their

totality, these complaints represent behavior by this corporation which in my view are monopolistic and anti competitive. This behavior misinforms and defrauds the public as well as misinforming potential competitors regarding Internet service availability in this geographic area. Please utilize your significant resources to investigate this issue.

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	E-mail
If other, describe the other method of contact.	Telephone
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/25/2021
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet upgrade
Was it advertised?	Yes
Date advertised?	02/25/2021
Where advertised?	www.Charpectrum.com
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	50.00
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	Yes
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	

Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/25/2021
What happened when you contacted the business?	They sent a seies of technicians over the next six weeks. Issue remains unresolved.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	FCC, FTC
What happened when you contacted the other agency?	Unknown
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Resolve the speed issue and/or modify billing cost.

General Consumer Complaint

Your Information
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call
Information about the person [redacted] against:
Business Name
Business Phone
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

Most days, late in the afternoon, the speed of our residential Charpectrum broadband service slows to something less than or equal to old dial up speeds, like 56 kbit/s, for several hours, despite what Charpectrum's official measurement tool indicates. This often makes doing even rudimentary things almost impossible, forcing my entire family to go offline, at the very time when we seek to use the internet for constructive purposes, like accessing and managing critical online services, many if not most of which are not bandwidth-intense, by any modern standard. Please note that we rarely stream media, and are using all high-end, late-model hardware that we own, except for the cable set top boxes that we are forced to rent. These digital cable set top boxes have also proven highly problematic in terms of their responsiveness, from the first day we received them several years ago, and I am confident this will continue thanks to recent decisions by the FCC to not open up competition within this domain, which historically, has been a huge money-maker for the cable industry, and which from a consumer protection and business innovation standpoint, represents an incredibly regressive policy. In closing, I strongly urge your organization to help launch a formal investigation into Charpect'um's residential broadband internet service practices in the state of Wisconsin, and work with the New York Attorney General?s office, if necessary, to help guide the investigation and potential lawsuit that may follow on behalf of customers like my family, who are really receiving a terribly inconsistent, and unsatisfactory service. My family pays over 600 dollars a year for Charpect'ums sub-par service, and this slow internet service problem from around the hours of 4-9 P.M., has persisted for years! There is no way Charpect'um is not responsible for this.

Information About Your Complaint

Details about the Incident	
Which of the following best describes your first contact with the business?*	Other
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	
Have you started court action?	
How do you feel this complaint should be resolved?*	Lawsuit. More competition. End the last-mile monopolies!

Telecommunications Complaint

Your Information

First Name	[redacted]
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Phone me between 8-4 at	
Best time to call	

Information about the person [redacted] is against:

Business Name	
Business Phone	
Website	
Name of the person you talked to	JT- Dale 2511050- Mark
Title of the person you talked to	supervisors

Your Complaint

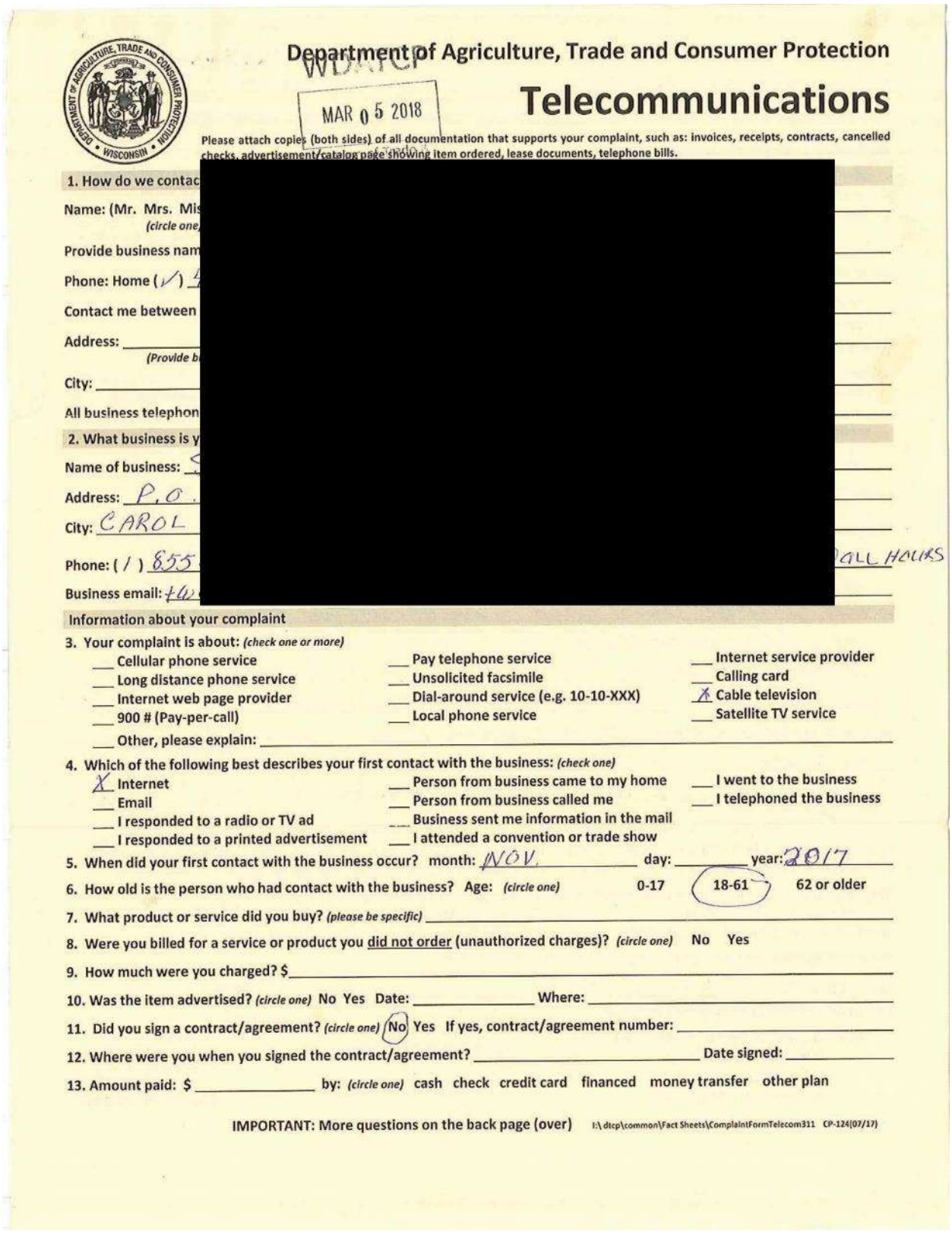
Promised high internet speeds that has not been meet given lower internet speeds than what they advertised. promised promotions that they did not follow thru with recorded phone calls for proof . costumer servie

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Internet
If other, describe the other method of contact.	
If printed ad, when was it printed?	03/01/2018
If printed ad, where was it printed?	
When did the first contact occur?	05/01/2018
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Internet
Was it advertised?	Yes
Date advertised?	03/02/2018
Where advertised?	online

Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No

How do you feel this complaint should be resolved?*	held accountable for actions as well as follow thru with promises made



Department of Agriculture, Trade and Consumer Protection

WDATCP

MAR 05 2018

Telecommunications

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contac

Name: (Mr. Mrs. Mis
(circle one)

Provide business nam

Phone: Home (✓)

Contact me between

Address:
(Provide b

City:

All business telephon

2. What business is y

Name of business:

Address: P.O.

City: CAROL

Phone: (/) 855 ALL HOURS

Business email: tw

Information about your complaint

3. Your complaint is about: *(check one or more)*

___ Cellular phone service
___ Long distance phone service
___ Internet web page provider
___ 900 # (Pay-per-call)
___ Pay telephone service
___ Unsolicited facsimile
___ Dial-around service (e.g. 10-10-XXX)
___ Local phone service
___ Internet service provider
___ Calling card
X Cable television
___ Satellite TV service
___ Other, please explain:

4. Which of the following best describes your first contact with the business: *(check one)*

X Internet
___ Email
___ I responded to a radio or TV ad
___ I responded to a printed advertisement
___ Person from business came to my home
___ Person from business called me
___ Business sent me information in the mail
___ I attended a convention or trade show
___ I went to the business
___ I telephoned the business

5. When did your first contact with the business occur? month: NOV. day: _____ year: 2017

6. How old is the person who had contact with the business? Age: *(circle one)* 0-17 (18-61) 62 or older

7. What product or service did you buy? *(please be specific)*

8. Were you billed for a service or product you did not order (unauthorized charges)? *(circle one)* No Yes

9. How much were you charged? $

10. Was the item advertised? *(circle one)* No Yes Date: _____ Where:

11. Did you sign a contract/agreement? *(circle one)* (No) Yes If yes, contract/agreement number:

12. Where were you when you signed the contract/agreement? _____ Date signed: _____

13. Amount paid: $ _____ by: *(circle one)* cash check credit card financed money transfer other plan

IMPORTANT: More questions on the back page (over) I:\ dtcp\common\Fact Sheets\ComplaintFormTelecom311 CP-124(07/17)

14. How were you billed for the service/product? *(circle one)* credit card telephone bill directly from business

15. Were you notified of additional fees at time of signup? Activation fees: Yes No If no, fee on bill $?
(circle one)

Cancelation fees: Yes No If no, fee on bill $_____ Installation fees: Yes (No) If no, fee on bill $_____
(circle one) *(circle one)*

16. Where did you pay the business: *(check one)*

X Internet ___ By mail ___ By telephone with credit/debit card ___ Away from company's place of business
___ At my home ___ At the company's place of business ___ At a convention or trade show

17. Did you contact the business about your complaint? *(circle one)* No (Yes) If yes, date? Many times

What happened? _____

18. Have you filed this complaint with another agency? *(circle one)* No (Yes) Agency name: FCC

What happened? Waiting for their investigation

19. Have you contacted a private attorney? *(circle one)* Yes (No)

20. Have you started court action? *(circle one)* Yes (No)

21. Describe your complaint in detail. Be specific about any oral statements the business made to you, especially those which influenced you to deal with the company. Include the current status of your complaint e.g., still receiving unauthorized charges", "long distance service has been switched back to original company", "still being billed for unordered/cancelled cable service", etc. Attach additional sheets if necessary.

Contacted TWC to negotiate a discount on my bill which TWC always negotiated favorable discounts due to certain circumstances which I shared. When I called [redacted] changed my [redacted] to [redacted], which I did not want. They will not budge. They said I could only get discounts if I removed channels I dont want. However the channels I dont want are tied to channels I want. I cannot removed one without the other, etc

22. How do you feel your complaint should be resolved? *(please be specific)* Lower the price on fees, which I dont understand, why pay franchise fees, Apple fees (which I wanted remove etc

In order for us to proceed with your complaint, you must send us two photocopies of any written contract, mail solicitations, letters and billing which are involved. If you were billed on your telephone or cable bill, include all pages of the bill.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: [redacted] Date: _____

Return this form and copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

EMAIL: DATCPHotline@wi.gov

WEBSITE: datcp.wi.gov

(800) 422-7128
FAX: (608) 224-4677
TDD: (608) 224-5058

Telecommunications Complaint

Your Information	[redacted]
Salutation	
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the perso	**is against:**
Business Name	
City	
Business Phone	
Website	
Name of the person you talked to	customer service plus some
Title of the person you talked to	supervisor

Your Complaint

Charpectrum, internet access, is a total absolute monopoly at my residence/address. As per condition for merger approval by FCC charter communication/time warner/brighthouse/spectrum I remember that they had to provide low cost internet access to the general public. $64.99 for internet access only is not what was agreed upon, (forget about the one time limited offers for 1 year). Plus, the advertised speed is misleading, if not fraudulent (see attached speed test) which is far from the 100mbps advertised. N.Y. General Attorney is successfully suing Charpectrumfor the latter. What do I want or don't want? I don't want a monopoly which limits my Internet access by gauging through bundles etc. Look into the merger approval, please. I don't think Charpectrumis in compliance. Thanks for your time, cordially, rita labella phone 904 377 4544

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Internet
If other, describe the other method of contact.	

If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	04/12/2017
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet
Was it advertised?	Yes
Date advertised?	04/12/2017
Where advertised?	
Did you sign a contract / agreement?	Yes
Date Contract Signed	04/12/2017
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	office
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	52
Were you billed for a service or product you did not receive?	No
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	Yes
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Place of Business
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	04/05/2018

What happened when you contacted the business?	getting the go around with customer service, to supervisor to boss of supervisor. Was told to complain with FCC because they get copy of the complaint from FCC. No company email address available, no headquarters mailing [redacted]
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	[redacted]
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Charpectrum should respect merger approval condition. Charpectrum should stop advertising the 100mbps, when mostly serving less than 44mbps (I have copies of speed tests). Charpectrum should offer low cost internet access, even if it mean less speed. Charpectrum should NOT be the only internet service provider in my area.

Telecommunications Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

Phone me between 8-4 at
Best time to call

Information about the perso t is against:

Business Name
Address Line 1
City
State
Zip

Business Phone
Email
Website

Name of the person you talked to — Numerous
Title of the person you talked to

Your Complaint

Had compaints for slow and dropped service. Their service tech rudely came to my home to address the problem. After another check of my modem, he made adjustments to the outdoor wires. Was never notified of any other information. Without notice, Charpectrum, them added a $45 service charge - to have their service fixed. This charge was added without notification, and added to my monthly payroll withdrawal without my permission. Last call noted with

Information About Your Complaint

All business telephone lines affected by complaint
Your complaint is about? — Internet Service Provider
Other Information (description from prior selection of "Other")

Which of the following best describes your first contact with the business?*	Person Came to My House
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Monthly internet service
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	No
Fee on bill	No
Installation fees	No
Fee on bill	No
Cancellation fees	No
Fee on bill	No
Do you still have the service?	No
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	45
Payment Method	Money Transfer (wired/online)
Description of Payment Method (if "Other")	
Where did you pay the business?	My Home
Description of Payment Location	
Interactions with the Business	

Did you contact the business about your complaint?	Yes
When did you contact the business?	07/16/2018
What happened when you contacted the business?	Reviewing reversal.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Wi should allow additional internet service providers to compete with Charpectrum. They have a monopoly. Refund of my unsolicited charge and lost days and time of service.

Telecommunications Complaint

Your Information
Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call

Information about the person s against:

Business Name
Address Line 1
Address Line 2
City
State
Zip

Business Phone
Email
Website
Phone:(608)288-6823,

Name of the person you talked to	Scott Kewabch
Title of the person you talked to	Erin MCFall

Your Complaint

For 8.5 months I was charged for 400 mg of internet and for the same period my tv and internet would stop, stall, not work repairs were done 12 times I had to buy a router for $259.00 as they did not have one on the truck. I pay $230 a month for both services and did not have them. I have copies of speed tests all the way back. Scott and Erin both told me they would give me credit back for 1/2 of the service for this time and make it right over the BBB complaints filed and give a extra on the router- I Never got the credit once they guy came this last time found a Squirrel eat the over head line- I called to tell several people this was fixed I wanted this credit as promised and I have it on. My recorded line when they called me and emails - suddenly no one will answer me I am a vitcim of theft by fraud paying for services not received not to mention the phone line I have never worked- I made two trips 120 miles round trip to Steven Point for modems. And none of it was fixed until the last guy listened to me two weeks ago today- and checked the over head line. I am elderly and we get taken so often- and this wrong-

there is BBB complaints which they closed off after telling me ?we will make this right? and that was all a scam. They have gotten by with this and no one will answer for this and this company is lieing to the BBB telling them the settled and they never did. I want a court date- I want this exposed if this is not gonna be paid to me. I have all the paperwork to prove this is true. Send me a fax number I will send it to you- or email and I will send it. This is wrong- to cheat people out of their hard earned money. I ask for help for me and anyone else that has gone through this as if you did it here you did it before. Lies.

Information About Your Complaint	
All business telephone lines affected by complaint	920-774 1006
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	Failure to refund money paid
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/28/2018
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet tv and home phone
Was it advertised?	Yes
Date advertised?	07/01/2014
Where advertised?	Ad on tv
Did you sign a contract / agreement?	Yes
Date Contract Signed	07/01/2014
Number on Contract, Policy or Receipt	[redacted]
Where were you when you signed the contract?	At home
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	1700
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Both internet and tv was not working
Were you notified of additional fees at the time of sign up?	
Activation fees	Yes
Fee on bill	Yes
Installation fees	Yes
Fee on bill	Yes
Cancellation fees	No
Fee on bill	Yes

Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	400
Payment Information	
Amount Paid	1700
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Place of Business
Description of Payment Location	Sale office
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	03/05/2018
What happened when you contacted the business?	They sent a guy out to fix it and he could not find the issues the office internally could read I was not getting the service I had people out here 12 times and they read it and knew they just could not find the problem and left wires hanging all over in the basement
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	Nothing- both in wisconsin Mosourr Chicago To al BBB and they lied told them they fixed it to get me stop complaining and told me they would refund me but never did
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	They should refund the $800 plus the cost of the router as they should have put a router in- they should also pay for the two trips to Stevens Point to get the new modems they didn?t have that was 60.00 in my truck. They should be fined for the lies- as well and invested for this theft by fraud.

General Consumer Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone

[redacted]

Phone me between 8-4 at
Best time to call

Information about the person [redacted] **st:**

Business Name
Business Phone
Website

Name of the person you talked to
Title of the person you talked to — Customer service, rep. Supervisors name unkn

Your Complaint

We pay for Charpectrum internet, 200mbs, we haven't gotten a our full MBS, since we had it installed 5 techs, 2 Supervisors have came out and they say they need a person to go up the pole to fix because its a ground wire that cant be.fixed in the inside of the home. Yet and still they haven't and ita.been months now, and we still pay 107. For nothing. They gave us 5.28 credit I was just toldnthismtoday. March 20th, 2019. If you cant a list we would glad appreciate this.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	09/01/2018
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	

Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	107.00
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Phone by Credit Card
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	09/01/2018
What happened when you contacted the business?	They sent someone out 5x, and two Supervisors and couldn't be corrected
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Full internet connection for what they are.charging us.

From: [redacted]
To:
Cc:
Subject:
Date:
Importance:

TO State of Wi
Communicatio

I have been a loyal customer of [redacted] for 38 years. I pay my bill on time, every month!

I had problems with very slow 'email receipts' a couple years ago. I worked- for 3 months- with [redacted] It finally worked. About 8 months ago, same problem emerged and Charpectrum sent a service tech to my home who assured me everything is in working order, as it should be.

But last couple months emails would appear, then disappear from my inbox. Outlook [redacted] Monday, May 11, 2020 they completely disappeared- some are Very, Very valuable!!

I spoke to Microsoft- the Outlook provider- Monday evening, and they took control of my PC and assure me this is the fault of the ISP provider, Charpectrum- which has been the case the past few years! Shawn Vasem eventually got things to work right, but I need those missing emails!!

Further, I am paying Charpectrum for 100mbps. I just ran a speed test and it is: 7.95 download!!! (11.4 upload). I am being ripped off by Charpectrum again!! This happens often!

So, I am asking the State of Wisconsin Consumer Protection Dept. to resolve these matters, and locate the missing emails, immediately!!!! This is unacceptable service, and I ask Wisconsin- after 3-4 years of this 'less than promised' "Service" by Charpectrum- to Fine them an appropriate amount of money as a very poor utilities provider.

As I have complained to Charpectrum often, they send service people to my home often, and I pay them 100% of their fees for 38 years, yet they deliver less than 8% of the Service I pay for, I need Wisconsin's Consumer Protection Dept. to intervene at once!

I am prepared to take this matter to Court, and I have many friends in the local media who report Consumer Ripoff incidences. Just because I am retired, does not mean I have forgotten how to litigate.
So please communicate with [redacted] and insist they fix this problem- for the 10th-15th time- fast! Those emails are critically important to my work, and they don't even appear on the webmail.[redacted] Charpectrum email service!!!

I will sue and expose this fraud on my self, and other Wisconsinites. I will initiate a Class Action Suit.

This matter has become that serious.

So, Wisconsin Consumer Protection Dept., on behalf of myself, and other Wisconsinites experiencing similar problems with Charpectrum, I implore you to direct them, and fine them, immediately.

Regrettably,

Telecommunications Complaint

Your Information	[redacted]
Salutation	
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the pers	**t:**
Business Name	
Address Line 1	
City	
State	
Zip	
Business Phone	
Website	
Name of the person you talked to	Michael and his manager
Title of the person you talked to	Customer Service Rep

Your Complaint

A Charpectrum employee came to my house in early June and asked if I could help them test internet speeds in the area. He said it wouldn't cost me anything, so I gave him my email address. A couple days later I received a package and set it aside with some other packages. I was going through some emails on 9/15 and found I had been getting bills from Charpectrum Most were for $0, but the most recent charged me $111 for various internet and phone services, so I chatted with their online support, who directed me to call their customer service number. First I talked to someone named Michael. It took a minute to figure out what was happening because I had forgotten about the man and the package at that time. During the call, I found the unopened package that had come from Charpectrum I asked for a refund and I told him I could send back the box. He said a refund wasn't possible because I didn't contact them within a certain amount of time, but he would cancel the account subscription they had for me. I asked him if they're allowed to open an account and start charging me. I asked if I had signed anything or if they had any record of my agreeing to this. He told me that I didn't sign anything and that there wasn't a contract, but since I received the package and the emails were coming to one of my email accounts, they were fine. He said he would cancel the account they had and asked if I'd like to speak with his manager who was available. She very clearly stated that since they had

my correct residential and email addresses, and that I'd received an equipment package and didn't call them to complain quickly enough, they could bill me for their services. Nothing else mattered, and nothing would be done. A few days later I received another bill (dated September 16th). It confirmed that the account was cancelled, and included another $223 for unreturned equipment due immediately (no istructions on how or where to return anything). So now I have a past due bill for $334.41. They both assured me that I never signed any documents or actively agreed to anything, but that just because they sent emails and equipment to my addresses, they could also charge me for their services.

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Other
Other Information (description from prior selection of "Other")	Billed, but not a customer
Which of the following best describes your first contact with the business?*	Person Came to My House
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	06/02/2021
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	none
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	334.41
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Internet and phone services
Were you notified of additional fees at the time of sign up?	
Activation fees	No
Fee on bill	No
Installation fees	No
Fee on bill	No
Cancellation fees	No

Fee on bill	No
Do you still have the service?	No
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	0
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	09/15/2021
What happened when you contacted the business?	They said their bills were justified because they'd sent out emails and equipment. They cancelled the account they had for me and charged me for the equipment they sent.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	Yes
Have you started court action?	No
How do you feel this complaint should be resolved?*	I would like to send them their equipment back and have the charges cancelled.

Telecommunications Complaint

Your Information

First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Email

Phone me between 8-4 at
Best time to call

Information about the person or business your complaint is against:

Business Name Spectrum

Name of the person you talked to
Title of the person you talked to

Your Complaint

I upgraded to the Charpectrum gigabit plan on 10/28 and have issues ever since. Initially thought it was my router and did troubleshooting with Eero, which identified the root issue to be the service coming into the house from the ISP. Contacted Charpectrum and did troubleshooting on the phone with them and they also agreed that it was their issue that my service was not working correctly. Had a technician come out on 11/3 to further investigate. The technician was unprofessional and spoke down to me stating the issue must be my hardware. He was upset when I told him he could not enter my house as my wife has no immune system. Upon investigating the line coming to our house he determined that the issue was in fact the underground cable line. He put in a temporary line and stated that it needed to be tranched underground. Unfortunately he only used an R6 cable and not R11, so my service is still not up to speed for what I am paying for. The trenches came out on 11/5 and told me that they cour not bury the cable as there is electric entering the house and buried underground in the same location. He said he would have Charpectrum contact me to have a technician come out to install a grounding rod and new temporary line to enter the house in a new location. This never happened. I called Charpectrum on 11/16 and they would not install a grounding rod so I had to pay 200 for an electrician to do it. They sent a tech on 11/17 but since he is not vaccinated he cannot enter our home. Called Charpectrum and they say they can't identify vaccinated techs as it is a violation of HIPPA, which I know it is not, so I now have to hope the next technician is vaccinated. Charpectrum has been unhelpful and unprofessional both on calls and with their technicians. Why does someone with health issues have to risk their health beacuase Charpectrum refuses to assist their paying customers?

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Gigabit internet plan
Was it advertised?	Yes
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	Yes
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	Yes
Fee on bill	Yes
Installation fees	Yes
Fee on bill	Yes
Cancellation fees	Yes
Fee on bill	Yes
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	Yes
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	345.98
Payment Method	Credit Card
Description of Payment Method (if "Other")	

Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	11/02/2021
What happened when you contacted the business?	They sent out a technician, more than once, and issue is still unresolved.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	It is ongoing
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	They should send a vaccinated technician to my house to hook up the correct R11 cable in the new location, and wear a mask. They should have the trenching company come and bury the temporary line. They should issue me and apology and reimburse me for the cost of the electrician to put in a grounding rod, since this was all their issue to start with.

Telecommunications Complaint

Your Information

First Name	[redacted]
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the perso	**t is against:**
Business Name	
Website	/business/internet
Name of the person you talked to	ID Number: $0Q
Title of the person you talked to	

Your Complaint

I have been paying for a service over the last 2.5 years that I have not received. I have been paying for a 400mbps bundled internet package, however, they installed wiring and equipment that did not have the capacity to even reach those speeds.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Internet
Was it advertised?	Yes
Date advertised?	12/02/2019
Where advertised?	Online

Did you sign a contract / agreement?	
Date Contract Signed	12/19/2019
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	internet 400mbps
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	2500
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	Charpectrum billing
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/14/2022
What happened when you contacted the business?	They told me they could only give me 1-month credit
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No

How do you feel this complaint should be resolved?*	I should be reimbursed for the service that I never received since I paid for it and since it is not reasonable for them to assume that I should know about internet speed compatibility with the equipment that they provided.

General Consumer Complaint

Your Information	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Home Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the perso	**is against:**
Business Name	
Business Phone	
Website	
Name of the person you talked to	Erin
Title of the person you talked to	Billing Lead

Your Complaint

3/21/22 - I called CharpectrumTech Support 12:27pm to figure out what was causing a slow upload speed. It was causing a disruption in my work responsibilities and productivity. After spending an hour on the phone with the tech support agent, she said this issue has been going on for 48 hours and that they are going to send an agent out to resolve the case and the tech support agent said that I would get a full month credit after the problem has been resolved. I even asked can we do that now with the billing department so that I wouldn?t have to call back and the agent said she can transfer me over. I was transferred, and I explain to the agent that this is what was explain to me by the tech support agent and then the billing agent had to check with her lead at that time and came back that I would get the credit after the tech person has completed resolving the case. Dispatch also called and confirmed the appointment for the field tech person to arrive. A little after 6pm, the tech arrived and confirmed with me in person that the problem has been resolved. I?ve confirmed it with the field tech. 3/22/22 - Called Charpectrum Billing at 4:27pm, spoke with an billing department agent who then transfer me to a lead agent. Upon discussion with CharpectrumBilling Department today 3/22/22, they have concluded that they are not able to provide a full month credit when their own CharpectrumTech Support Department said that I will be getting a full credit once they have resolved the issue and that the field tech agent have close the case on 3/21/22. This is extremely disappointing, frustrating and outright unethical after their tech team said I would not have any issues getting the credit after the issue has been resolved. I requested the billing lead (Erin) to review the call but she did not review the call at all herself, instead pushed me off the phone so that she can end her shift that ended at 5pm. She had someone review the 45 minute call in less than 10 minutes and finally

said she cannot credit me a full month. Instead, offer me a one day credit. I refused that one day credit since it was not fair or acceptable to what was explained to me on 3/21/22. She said I refused the credit even after I said upon reasoning. She notated the account just to get me off the phone. When I asked for the calling center location as a reference and also the name of 1st agent I spoke to today, and she said to both those request are against policy to share. I truly believe that I?ve been given the shoulder for what I was given as expectation to what I would be receiving after the speed/access internet issue has been resolved. I personally felt that I was bullied by Charpectrum throughout the whole process. This all started with the tech agent saying that I will be getting a full month credit and finding out once the speed issue was resolved, what was expected was not fulfilled. FYI, all of the phone conversation I had with all Charpectrum dept are recorded by Charpectrum.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	03/21/2022
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	

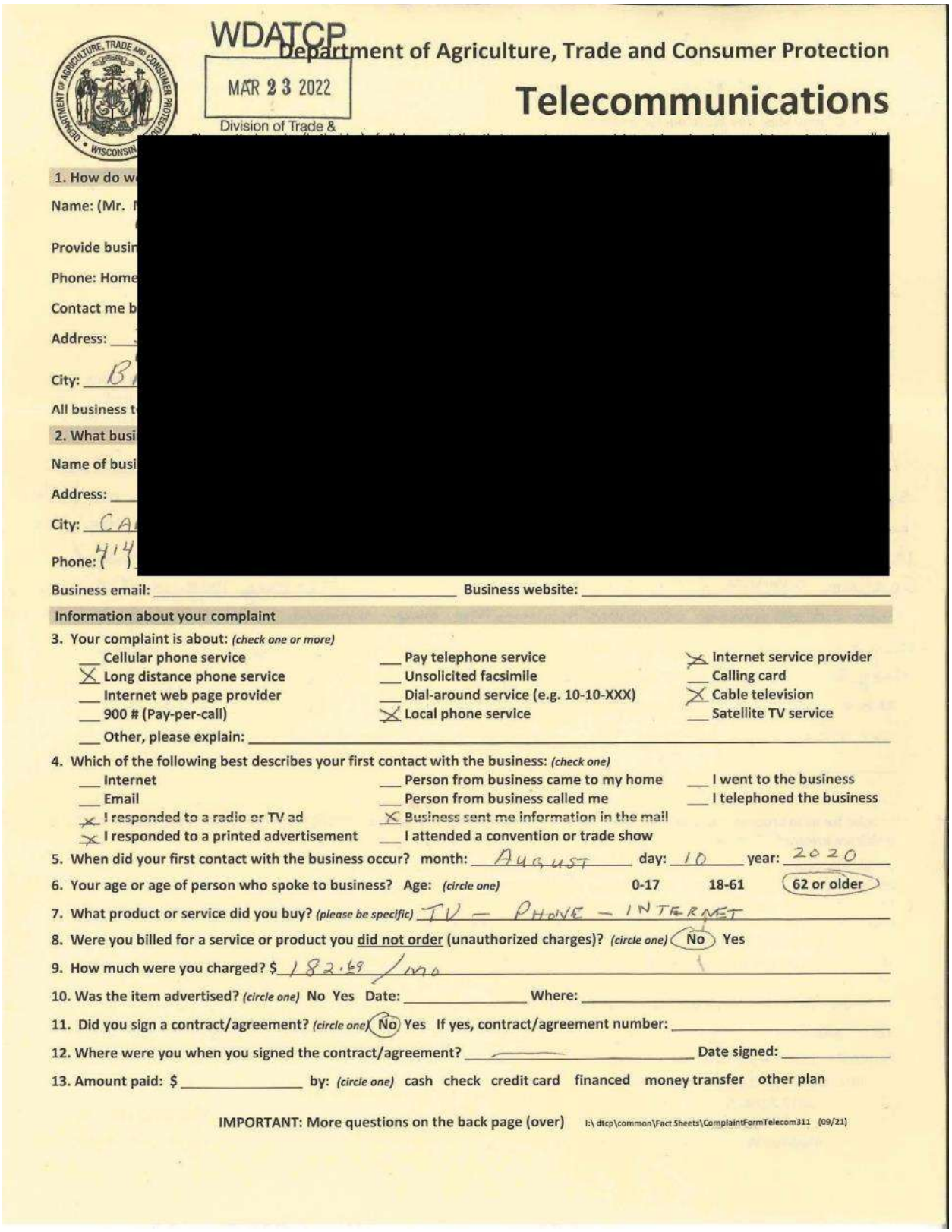
Payment Information

Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	

Interactions with the Business

Did you contact the business about your complaint?	Yes
When did you contact the business?	03/22/2022
What happened when you contacted the business?	3/22/22 - Called Charpectrum Billing at 4:27pm, spoke with an billing department agent who then transfer me to a lead agent. Upon

	discussion with Charpectrum Billing Department today 3/22/22, they have concluded that they are not able to provide a full month credit when their own Charpectrum Tech Support Department said that I will be getting a full credit once they have resolved the issue and that the field tech agent have close the case on 3/21/22.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	Awaiting BBB response
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Full month credit on my account.



WDATCP
Department of Agriculture, Trade and Consumer Protection

MAR 23 2022
Division of Trade &

Telecommunications

[redacted]

1. How do w
Name: (Mr. M
Provide busin
Phone: Home
Contact me b
Address: ___
City: B
All business t
2. What busi
Name of busi
Address: ___
City: CA
Phone: (414) ___

Business email: _____ Business website: _____

Information about your complaint

3. Your complaint is about: *(check one or more)*

___ Cellular phone service	___ Pay telephone service	X Internet service provider
X Long distance phone service	___ Unsolicited facsimile	___ Calling card
___ Internet web page provider	___ Dial-around service (e.g. 10-10-XXX)	X Cable television
___ 900 # (Pay-per-call)	X Local phone service	___ Satellite TV service

___ Other, please explain: _____

4. Which of the following best describes your first contact with the business: *(check one)*

___ Internet	___ Person from business came to my home	___ I went to the business
___ Email	___ Person from business called me	___ I telephoned the business
X I responded to a radio or TV ad	X Business sent me information in the mail	
X I responded to a printed advertisement	___ I attended a convention or trade show	

5. When did your first contact with the business occur? month: AUGUST day: 10 year: 2020
6. Your age or age of person who spoke to business? Age: *(circle one)* 0-17 18-61 (62 or older)
7. What product or service did you buy? *(please be specific)* TV – PHONE – INTERNET
8. Were you billed for a service or product you did not order (unauthorized charges)? *(circle one)* (No) Yes
9. How much were you charged? $ 182.69 /mo
10. Was the item advertised? *(circle one)* No Yes Date: _____ Where: _____
11. Did you sign a contract/agreement? *(circle one)* (No) Yes If yes, contract/agreement number: _____
12. Where were you when you signed the contract/agreement? _____ Date signed: _____
13. Amount paid: $ _____ by: *(circle one)* cash check credit card financed money transfer other plan

IMPORTANT: More questions on the back page (over) I:\ dtcp\common\Fact Sheets\ComplaintFormTelecom311 (09/21)

14. How were you billed for the service/product? *(circle one)* credit card telephone bill (directly from business)

15. Were you notified of additional fees at time of signup? Activation fees: Yes (No) If no, fee on bill $_____ *(circle one)*

Cancellation fees: Yes (No) If no, fee on bill $_____ *(circle one)* Installation fees: Yes (No) If no, fee on bill $_____ *(circle one)*

16. Where did you pay the business: *(check one)*

___ Internet X By mail ___ By telephone with credit/debit card ___ Away from company's place of business

___ At my home ___ At the company's place of business ___ At a convention or trade show

17. Did you contact the business about your complaint? *(circle one)* No (Yes) If yes, date? MANY TIMES SINCE 8/10/20

What happened? REPAIR MAN CAME - SAID THE PROBLEM FIXED - BUT NO

18. Have you filed this complaint with another agency? *(circle one)* (No) Yes Agency name: _____

What happened? _____

19. Have you contacted a private attorney? *(circle one)* Yes (No)

20. Have you started court action? *(circle one)* Yes (No)

21. Describe your complaint in detail. Be specific about any oral statements the business made to you, especially those which influenced you to deal with the company. Include the current status of your complaint e.g., still receiving unauthorized charges", "long distance service has been switched back to original company", "still being billed for unordered/canceled cable service", etc. Attach additional sheets if necessary.

First of all, the wiring was never properly installed for fast internet speed. The wiring problem for internet fast speed was finally corrected on 1/25/22 by Jeff. The internet speed problem has been corrected as of that date. However, phone, internet & T.V. reception drop out many times daily. We have called [redacted] hundreds of times to complain of the problems - they have sent a service person out on many occasions + every time they replaced a line or equipment & the problem has never been resolved in all this time. They have issued us many times, a few pennies for disruption of service, never enough to cover loss of service.

22. How do you feel your complaint should be resolved? *(please be specific)* We should receive a minimum of 50% of the payments since August 10, 2020.

in order for us to proceed with your complaint, you must send a copy of any written contract, mail solicitations, letters and billing which are involved. If you were billed on your telephone or cable bill, include all pages of the bill.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Bureau of Consumer Protection at the Department of Agriculture, Trade and Consumer Protection about any and all matters connected with this complaint. This complaint and the information provided will be used in efforts to resolve the problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, Wis. Stat. § 19.31, this complaint will be available for public review upon request. The department will maintain the confidentiality of personally identifiable information to the extent permitted by law.

The above information [redacted]

Your signature: [redacted] Date: 3/20/22

Return this form and copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

EMAIL: DATCPHotline@wi.gov

WEBSITE: datcp.wi.gov

(800) 422-7128
FAX: (608) 224-4677
TDD: (608) 224-5058

General Consumer Complaint

Your Information

First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call [redacted] d, work at home
Information about the perso [redacted] is against:
Business Name
Address Line 1

Name of the person you talked to	David
Title of the person you talked to	Supervisor's supervisor

Your Complaint

I have to try to get the best service possible because I work from home so I pay for 400 mbps (though during my last call they offered me the "opportunity" to give them $20 more per month to get the next best). I do not get the speeds I pay for and when I contact Spectrum they will only give me credit for the days I've called. I think it is ridiculous to think I should call them every day for this ongoing issue to be taken seriously. To make matters worse I have no other option.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	internet
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	

Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Get additional options there is some competition, recourse for customers, other options.

Telecommunications Complaint

Your Information
Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call
Information about the perso[redacted] is against:
Business Name

Name of the person you talked to
Title of the person you talked to

Your Complaint

I cancelled my Charpectrum account on September 15, 2022 at 3:55pm. My wife and I were having constant troubles with the internet connection. She works from home and it became nearly impossible for her to have meetings or get logged in at work. We tried many different ways to get the internet working, from replacing the router, buying repeaters, to ultimately hiring an electrician to run a hard wire directly to her computer from the router. We were sill having issues. She finally got in touch with the help desk IT personnel from her work. They ran diagnostics and discovered that our modem was out of date and had been for quite some time. So I decided it was time to cut the cord. I took all of Charpectrum equipment, put it in a bag and walked into one of their brick and mortar stores. I told them the reason for my cancellation and they offered to give me a new modem. I told them it was too late for that as we were disgruntled and Charpectrum should have offered to upgrade my equipment long ago. I scolded them and told them they were quick to charge me $303 per month for services, but failed to keep up with my technology. In order to close my account, I was required to pay the last months balance of $303. I did, and took my receipt of payment and cancellation of my account. About a month later, I received a bill from Charpectrum for $303. I was incredulous. So I called Charpectrum and disputed the bill. They told me that they are a subscription based company and not a utility. They said that because I cancelled after the end of the billing cycle that I owed for the entire month. I said I disagreed and I would dispute the charge. They insisted there was nothing they could do, despite me trying to reason with them. I was 8 days into the new billing cycle, so I offered to pay them 1/3 of the total due to close the case. They refused. I believe this is unfair and unjust; they are trying to charge me for services never received. Especially since I didn?t have their equipment!!! My point was that if their services worked as expected, I would have never returned their equipment or cancelled the service. Now my case is in pre-collections

and I am getting multiple calls per day from their collections agency. To close this matter, I am willing to pay $100 for the 8 days I had their equipment. Please help me to get this case closed. Thank you, Kevin

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Bundled Service
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Internet/phone/cable
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	

Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	11/08/2022
What happened when you contacted the business?	They refused to settle my dispute
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Charpectrum should take my offer of $100 to close this matter.

Telecommunications Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Work Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call
Information about the perso
Business Name
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

Around May 5, 2023 Charpectrum started making changes to their DNS servers. The changes made connecting to any Wisconsin.gov website almost impossible using a Charpectrum Internet provider. As a contractor working from home who needs to connect to the Wisconsin.gov VDI, Charpectrum DNS changes made working from home a nightmare. Sometimes I can connect to my VDI and many times I cannot. Calling the Wisconsin Help Desk I learn that Charpectrum updated their DNS servers causing problems for many people. Calling Charpectrum tech support, they tell me I have no issues with my Internet and say this DNS issue is not their problem. Calling Charpectrum tech support is no help as they take no responsibility for this. Checking with Wisconsin DOA, they say this is a Charpectrum problem created by the DNS changes Charpectrum did.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	

If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	

What happened when you contacted the business?	They deny this is their problem
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	I need to know how to connect to the Wisconsin VDI in order to work

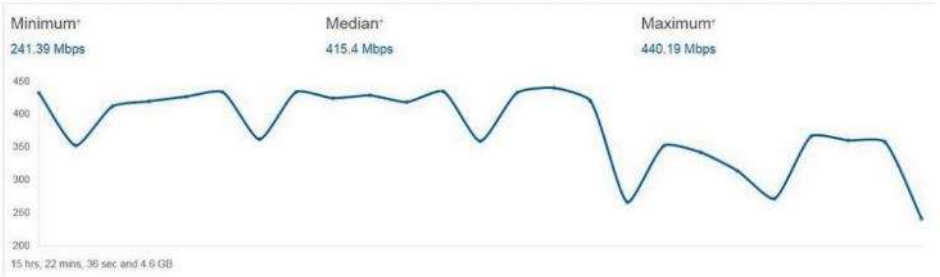
Date : 6/13/2023 2:35:18 PM

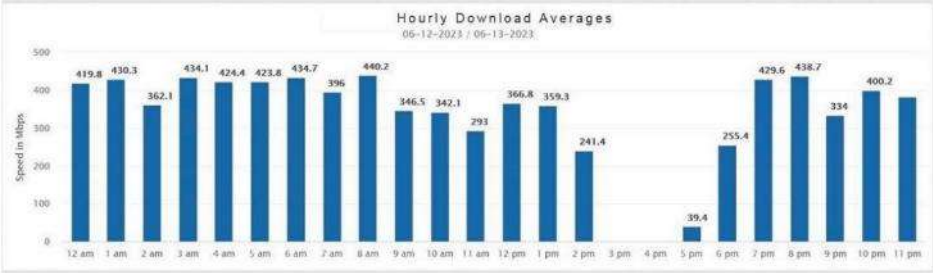
[redacted]

Newest testing continues to reveal substandard (<50%) performance on my 1000Mbps connection.

13 hops ping ponging around the CHARTERNET, from Two Rivers WI, to Denver CO, to Ashburn VA, through Chicago Equinix (colocation data center) and CLOUDFLARENET (content delivery network or CDN) to testmy.net (172.67.73.68) speed test server supposed to be in Colorado Springs, CO. Nearly a 5000 mile trip. But perhaps cached in a CDN server in Denver?

#	Country	Town	Lat	Lon	IP	Hostname	Latency (ms)	DNS Lookup (ms)	Distance to previous node (km)
1	United States	Two Rivers	44.166	-87.5832	192.168.1.1	(None)	2	93	0
2	*	*	44.166	-87.5832	*	*	0	0	0
3	United States	(Unknown)	37.751	-97.822	96.34.23.212	lag-63-10.dtr01twrvwi.netops.charter.com	12	81	1116
4	United States	(Unknown)	37.751	-97.822	96.34.30.20	lag-223.crr01ftbgwi.netops.charter.com	17	79	0
5	United States	(Unknown)	37.751	-97.822	96.34.25.137	lag-700.crr02rochmn.netops.charter.com	23	54	0
6	United States	(Unknown)	37.751	-97.822	96.34.25.166	lag-2.crr01rochmn.netops.charter.com	22	51	0
7	United States	(Unknown)	37.751	-97.822	96.34.25.0	lag-207.crr01stcdmn.netops.charter.com	26	52	0
8	*	*	37.751	-97.822	*	*	0	0	0
9	United States	Ashburn	39.0469	-77.4903	96.34.1.149	lag-1.bbr02chcgil.netops.charter.com	50	52	1775
10	United States	Ashburn	39.0469	-77.4903	96.34.3.11	lag-802.prr01chcgil.netops.charter.com	93	70	0
11	United States	(Unknown)	37.751	-97.822	208.115.136.180	13335.chi.equinix.com	55	50	1775
12	United States	(Unknown)	37.751	-97.822	172.71.252.2	(None)	51	54	0
13	United States	(Unknown)	37.751	-97.822	172.67.73.68	(None)	51	55	0
							402	**691**	**4666**




Hourly Download Averages
06-12-2023 / 06-13-2023
Speed in Mbps
500
400
300
200
100
0
419.8
430.3
362.1
434.1
424.4
423.8
434.7
396
440.2
346.5
342.1
293
366.8
359.3
241.4
39.4
255.4
429.6
438.7
334
400.2
12 am
1 am
2 am
3 am
4 am
5 am
6 am
7 am
8 am
9 am
10 am
11 am
12 pm
1 pm
2 pm
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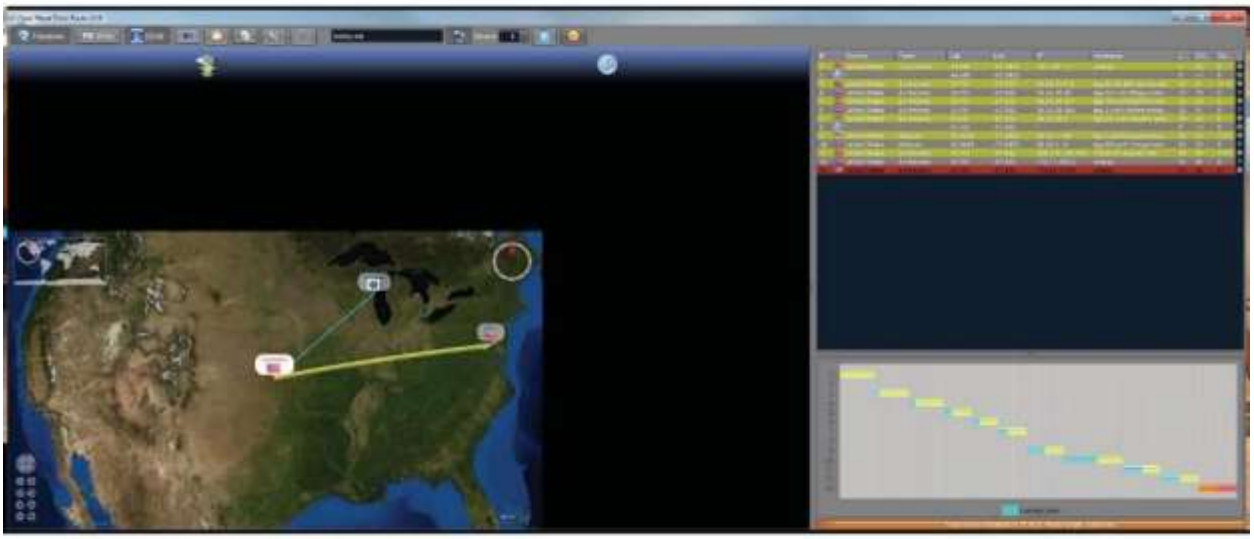
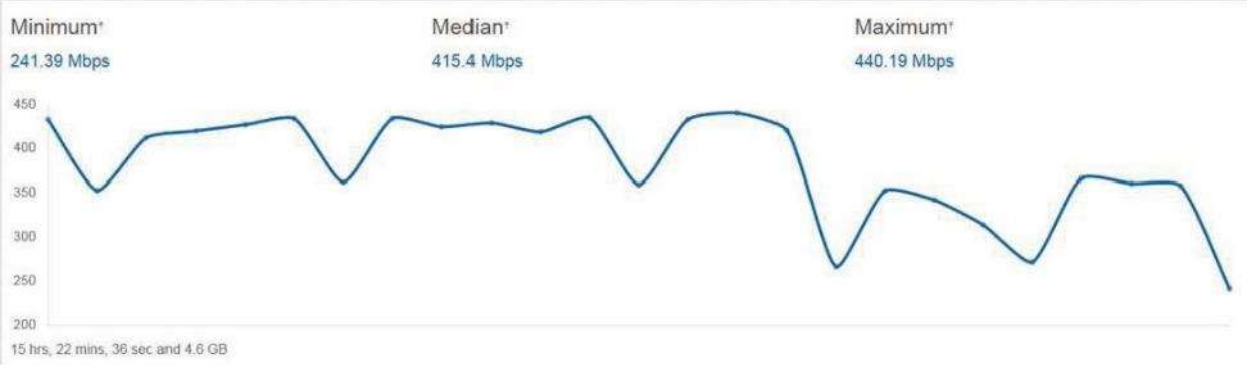
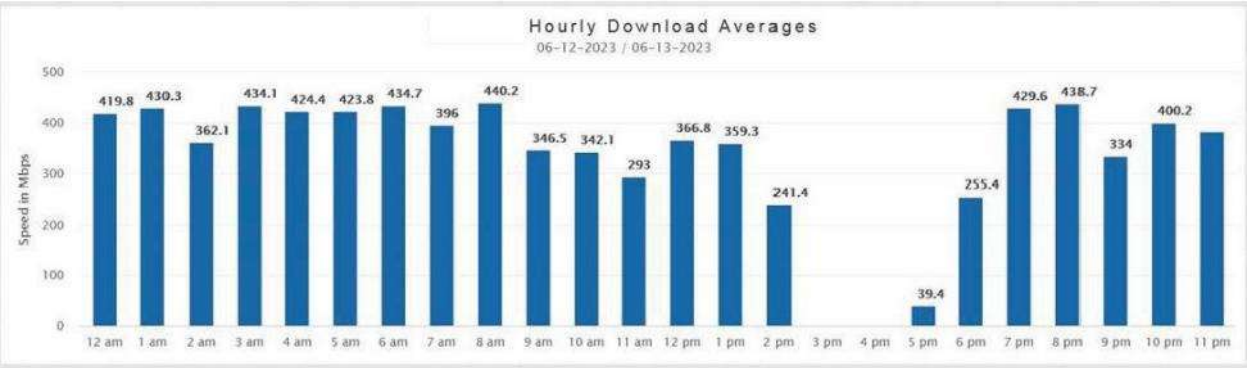
11 pm



Two Rivers
?
Ashburn
(Unknown)

ID	Country	Town	Fax	Tax	IP	Username	Phone [km]	MAC Address [km]	Password reset email [km]
1	United States	Sacramento	415-555-0100	916-555-0200	192.168.1.1	@brad	2	555	0
2	*	*	415-555-0101	916-555-0201	*	*	0	0	0
3	United States	@Unknown	212-555-0102	718-555-0202	10.0.0.1	http://dr-strange-multiverse.example.com	12	201	1,035
4	United States	@Unknown	212-555-0103	718-555-0203	10.0.0.2	http://dr-strange-multiverse.example.com	17	777	0
5	United States	@Unknown	212-555-0104	718-555-0204	10.0.0.3	http://dr-strange-multiverse.example.com	23	543	0
6	United States	@Unknown	212-555-0105	718-555-0205	10.0.0.4	http://dr-strange-multiverse.example.com	29	543	0
7	United States	@Unknown	212-555-0106	718-555-0206	10.0.0.5	http://dr-strange-multiverse.example.com	36	732	0
8	*	*	212-555-0107	718-555-0207	*	*	0	0	0
9	United States	Ashburn	202-555-0108	571-555-0208	10.0.0.6	http://shop.example.com	58	52	1,225
10	United States	Ashburn	202-555-0109	571-555-0209	10.0.0.7	http://shop.example.com	65	201	0
11	United States	@Unknown	212-555-0110	718-555-0210	10.0.0.8	https://dr-strange.example.com	72	543	1,225
12	United States	@Unknown	212-555-0111	718-555-0211	10.0.0.9	@brad	58	543	0
13	United States	@Unknown	212-555-0112	718-555-0212	10.0.0.10	@brad	58	543	0
							612	4,091	2,450


Minimum
241.39 Mbps
Median
415.4 Mbps
Maximum
440.19 Mbps
450
400
350
300
250
200
15 hrs, 22 mins, 36 sec and 4.6 GB


Hourly Download Averages
06-12-2023 / 06-13-2023
Speed in Mbps
500
400
300
200
100
0
419.8
430.3
362.1
434.1
424.4
423.8
434.7
396
440.2
346.5
342.1
293
366.8
359.3
241.4
39.4
255.4
429.6
438.7
334
400.2
12 am
1 am
2 am
3 am
4 am
5 am
6 am
7 am
8 am
9 am
10 am
11 am
12 pm
1 pm
2 pm
3 pm
4 pm
5 pm
6 pm
7 pm
8 pm
9 pm
10 pm
11 pm

General Consumer Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Work Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call

Information about the p laint is against:

Business Name
Address Line 1
City
State
Zip
Business Phone
Email
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

Since 2017, I have been complaining to Charpectrum about slow internet, far slower than advertised speeds. It was never resolved to my satisfaction. I was paying $70, which should have put me on the 100 mbps plan, but I was only getting around 15 mbps -- less than 1/5th the advertised speed. I spoke to multiple customer service reps this week, and they could not figure out why the internet was so slow, but they promised me a resolution and reimbursement for the bad service. They even sent two different technicians to the house to try to figure out the root of the problem. They couldn't figure out why the speed was so slow either. Finally I received a call from the supervisor today, who informed me that I was erroneously put on an outdated plan that capped my speed at 15 mbps. This was unclear not only to me, but to the customer service reps and technicians who tried to assist me. It turns out for three years they have been overbilling me: I have been paying $70 for the 100 mbps plan, but only receiving 15 mpbs. (For comparison, Charpectrum advertises a 30 mpbs plan starting at $14.99, which gives you a sense of the financial value they were shorting me). The supervisor informed me that contrary to the

promises of the multiple customer service reps I spoke with earlier, I would not be receiving a partial reimbursement. I'm filing a complaint because I believe many former [redacted] customers may be impacted by this: Charpectrum has placed them, without their knowledge, on "legacy" plans and charging them exorbitant rates for subpar service. They are, at minimum, misrepresenting this to customers. More than six of their own staff promised me I should be receiving 100 mbps service. Not only did I not know I was being ripped off; their own employees didn't, either.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	Other
If other, describe the other method of contact.	I was transferred to their service from [redacted]
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	

Payment Information

Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	

Interactions with the Business

Did you contact the business about your complaint?	Yes
When did you contact the business?	04/29/2020
What happened when you contacted the business?	I was promised the issue would be fixed and I would be partially reimbursed.

Resolution Information

Have you filed this complaint with another agency?	No
Agency name	

What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	I would like to be partially reimbursed for the three years I was unknowingly paying for service far slower than advertised. I also want to make sure they aren't violating any state laws with these shadow legacy plans that they misrepresent to former [redacted] customers. I fear many Wisconsites have been grandfathered into a self-evident rip-off, overpaying by 5 times for bad internet speeds.

From: [redacted]
To:
Cc:
Subject:
Date:
Importance: High

TO State of Wisconsin Consumer Protection Dept. [redacted]

I have been a loyal customer of Charpectrum and [redacted] for 38 years. I pay my bill on time, every month!

I had problems with very slow 'email receipts' a couple years ago. I worked- for 3 months- with Shawn Vasem of Charpectrum. It finally worked. About 8 months ago, same problem emerged and Charpectrum sent a service tech to my home who assured me everything is in working order, as it should be.

But last couple months emails would appear, then disappear from my inbox. Outlook [redacted] Monday, May 11, 2020 they completely disappeared- some are Very, Very valuable!!

I spoke to Microsoft- the Outlook provider- Monday evening, and they took control of my PC and assure me this is the fault of the ISP provider, Spectrum- which has been the case the past few years! Shawn Vasem eventually got things to work right, but I need those missing emails!!

Further, I am paying Charpectrum for 100mbps. I just ran a speed test and it is: 7.95 download!!! (11.4 upload). I am being ripped off by Spectrum again!! This happens often!

So, I am asking the State of Wisconsin Consumer Protection Dept. to resolve these matters, and locate the missing emails, immediately!!!! This is unacceptable service, and I ask Wisconsin- after 3-4 years of this 'less than promised' "Service" by Charpectrum- to Fine them an appropriate amount of money as a very poor utilities provider.

As I have complained to Charpectrum often, they send service people to my home often, and I pay them 100% of their fees for 38 years, yet they deliver less than 8% of the Service I pay for, I need Wisconsin's Consumer Protection Dept. to intervene at once!

I am prepared to take this matter to Court, and I have many friends in the local media who report Consumer Ripoff incidences. Just because I am retired, does not mean I have forgotten how to litigate.
So please communicate with [redacted] and insist they fix this problem- for the 10th-15th time- fast! Those emails are critically important to my work, and they don't even appear on the webmail.new.Charpectrum email service!!!

I will sue and expose this fraud on my self, and other Wisconsinites. I will initiate a Class Action Suit.

This matter has become that serious.

So, Wisconsin Consumer Protection Dept., on behalf of myself, and other Wisconsinites experiencing similar problems with Charpectrum, I implore you to direct them, and fine them, immediately.

Regrettably,

Telecommunications Complaint

Your Information
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call
Information about the person is against:
Business Name

Name of the person you talked to
Title of the person you talked to

Your Complaint

I upgraded to the Charpectrum gigabit plan on 10/28 and have issues ever since. Initially thought it was my router and did troubleshooting with Eero, which identified the root issue to be the service coming into the house from the ISP. Contacted Charpectrumand did troubleshooting on the phone with them and they also agreed that it was their issue that my service was not working correctly. Had a technician come out on 11/3 to further investigate. The technician was unprofessional and spoke down to me stating the issue must be my hardware. He was upset when I told him he could not enter my house as my wife has no immune system. Upon investigating the line coming to our house he determined that the issue was in fact the underground cable line. He put in a temporary line and stated that it needed to be tranched underground. Unfortunately he only used an R6 cable and not R11, so my service is still not up to speed for what I am paying for. The trenches came out on 11/5 and told me that they cour not bury the cable as there is electric entering the house and buried underground in the same location. He said he would haveCharpectrumcontact me to have a technician come out to install a grounding rod and new temporary line to enter the house in a new location. This never happened. I called Spectrum on 11/16 and they would not install a grounding rod so I had to pay 200 for an electrician to do it. They sent a tech on 11/17 but since he is not vaccinated he cannot enter our home. Called Charpectrumand they say they can't identify vaccinated techs as it is a violation of HIPPA, which I know it is not, so I now have to hope the next technician is vaccinated.Charpectrum has been unhelpful and unprofessional both on calls and with their technicians. Why does someone with health issues have to risk their health beacuaseCharpectrum refuses to assist their paying customers?

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Gigabit internet plan
Was it advertised?	Yes
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	Yes
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	Yes
Fee on bill	Yes
Installation fees	Yes
Fee on bill	Yes
Cancellation fees	Yes
Fee on bill	Yes
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	Yes
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	345.98
Payment Method	Credit Card
Description of Payment Method (if "Other")	

Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	11/02/2021
What happened when you contacted the business?	They sent out a technician, more than once, and issue is still unresolved.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	It is ongoing
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	They should send a vaccinated technician to my house to hook up the correct R11 cable in the new location, and wear a mask. They should have the trenching company come and bury the temporary line. They should issue me and apology and reimburse me for the cost of the electrician to put in a grounding rod, since this was all their issue to start with.

Telecommunications Complaint

Your Information	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the pers	**is against:**
Business Name	
Website	/business/internet
Name of the person you talked to	ID Number: $0Q
Title of the person you talked to	

Your Complaint

I have been paying for a service over the last 2.5 years that I have not received. I have been paying for a 400mbps bundled internet package, however, they installed wiring and equipment that did not have the capacity to even reach those speeds.

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Internet
Was it advertised?	Yes
Date advertised?	12/02/2019
Where advertised?	Online

Did you sign a contract / agreement?	
Date Contract Signed	12/19/2019
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	internet 400mbps
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	2500
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	[redacted]
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/14/2022
What happened when you contacted the business?	They told me they could only give me 1-month credit
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No

How do you feel this complaint should be resolved?*	I should be reimbursed for the service that I never received since I paid for it and since it is not reasonable for them to assume that I should know about internet speed compatibility with the equipment that they provided.

General Consumer Complaint

Your Information	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Home Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the person	**s against:**
Business Name	
Business Phone	
Website	
Name of the person you talked to	Erin
Title of the person you talked to	Billing Lead

Your Complaint

3/21/22 - I called Charpectrum Tech Support 12:27pm to figure out what was causing a slow upload speed. It was causing a disruption in my work responsibilities and productivity. After spending an hour on the phone with the tech support agent, she said this issue has been going on for 48 hours and that they are going to send an agent out to resolve the case and the tech support agent said that I would get a full month credit after the problem has been resolved. I even asked can we do that now with the billing department so that I wouldn?t have to call back and the agent said she can transfer me over. I was transferred, and I explain to the agent that this is what was explain to me by the tech support agent and then the billing agent had to check with her lead at that time and came back that I would get the credit after the tech person has completed resolving the case. Dispatch also called and confirmed the appointment for the field tech person to arrive. A little after 6pm, the tech arrived and confirmed with me in person that the problem has been resolved. I?ve confirmed it with the field tech. 3/22/22 - Called Charpectrum Billing at 4:27pm, spoke with an billing department agent who then transfer me to a lead agent. Upon discussion with Charpectrum Billing Department today 3/22/22, they have concluded that they are not able to provide a full month credit when their own Charpectrum Tech Support Department said that I will be getting a full credit once they have resolved the issue and that the field tech agent have close the case on 3/21/22. This is extremely disappointing, frustrating and outright unethical after their tech team said I would not have any issues getting the credit after the issue has been resolved. I requested the billing lead (Erin) to review the call but she did not review the call at all herself, instead pushed me off the phone so that she can end her shift that ended at 5pm. She had someone review the 45 minute call in less than 10 minutes and finally

said she cannot credit me a full month. Instead, offer me a one day credit. I refused that one day credit since it was not fair or acceptable to what was explained to me on 3/21/22. She said I refused the credit even after I said upon reasoning. She notated the account just to get me off the phone. When I asked for the calling center location as a reference and also the name of 1st agent I spoke to today, and she said to both those request are against policy to share. I truly believe that I?ve been given the shoulder for what I was given as expectation to what I would be receiving after the speed/access internet issue has been resolved. I personally felt that I was bullied by Spectrum throughout the whole process. This all started with the tech agent saying that I will be getting a full month credit and finding out once the speed issue was resolved, what was expected was not fulfilled. FYI, all of the phone conversation I had with all Charpectrum dept are recorded by Charpectrum.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	03/21/2022
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	

Payment Information

Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	

Interactions with the Business

Did you contact the business about your complaint?	Yes
When did you contact the business?	03/22/2022
What happened when you contacted the business?	3/22/22 - Called Charpectrum Billing at 4:27pm, spoke with an billing department agent who then transfer me to a lead agent. Upon

	discussion with Charpectrum Billing Department today 3/22/22, they have concluded that they are not able to provide a full month credit when their own Charpectrum Tech Support Department said that I will be getting a full credit once they have resolved the issue and that the field tech agent have close the case on 3/21/22.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	Awaiting BBB response
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Full month credit on my account.

General Consumer Complaint

Your Information

First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call [redacted] d, work at home
Information about the perso [redacted] is against:
Business Name
Address Line 1

Name of the person you talked to	David
Title of the person you talked to	Supervisor's supervisor

Your Complaint

I have to try to get the best service possible because I work from home so I pay for 400 mbps (though during my last call they offered me the "opportunity" to give them $20 more per month to get the next best). I do not get the speeds I pay for and when I contact Charpectrumthey will only give me credit for the days I've called. I think it is ridiculous to think I should call them every day for this ongoing issue to be taken seriously. To make matters worse I have no other option.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	internet
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	

Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Get additional options there is some competition, recourse for customers, other options.

Telecommunications Complaint

Your Information

[redacted]

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Email

Phone me between 8-4 at
Best time to call

Information about the perso [redacted] is against:

Business Name
Address Line 1
City
State
Zip
Business Phone
Email [redacted]n.com
Website [redacted]m/
Phone:(855) 757-7328,

Name of the person you talked to	Numerous
Title of the person you talked to	Sales, retention, and supervisors

Your Complaint

I called Charpectrum to either cancel service or change it. My Mom had to go into a skilled nursing facility and I am [redacted]. The first person I spoke to, Grant in retention, had the new bill down to $175.95, tax included, for the next year. That included every channel Charpectrum offers, except Cinemax. It also had the 500 Mbps internet speed at the 300 Mbps internet speed price, for 3 years, and for $49.99 the first of the 3 years. He also said we?d be getting a $271.94 bill credit because we weren?t getting all the movie channels we were supposed to be getting for the past 4-5 YEARS! I was on the phone for over 3 hours that day. That was on July 16th. Got a new modem that they sent. It was programmed wrong so couldn?t use it. Was on the phone for ANOTHER 3 hours the next Saturday, July 23rd, because the service was still not working, and the new bill was WRONG! It was $259.59. They FINALLY got a tech to come over the NEXT SATURDAY, JULY 30TH , and I said the modem was screwed up. So, of course he stars messing with the cables and splitters, which are ALL BRAND NEW!! I told him he was wasting his time. The MODEM was bad. Of course, he

knew better. He didn?t. Had to get a new modem. The other one was programmed wrong. Like I had been telling him all along. So, that was ANOTHER 2 hours of my life gone, and 3rd Saturday in a row as well. Then, the internet speed was STILL WRONG!! So, back on the phone for yet ANOTHER 2 HOURS!! This time with a ?supervisor?. He was talking how he was straightening everything out, then mid sentence as the supervisor is rambling on to me as he?s ?fixing? the problem, about 2 hours into the call, The ?on hold? music starts playing. How convenient. I put my phone on speaker for an hour. Never came back on, and never called me back. And fixed NOTHING!!! Like I?m too stupid to figure out or know that is a tactic these companies tell their employees to do. ?Just ?accidentally? put them on hold. They?ll eventually get tired of calling or won?t have enough time to invest into solving the problems we?ve ?created?, and they?ll just give up.? Not me. I?m not letting them pull their crap. And I?m not going to take it. One person said the first guy couldn?t give me the $271.94 credit, that?s why I didn?t get it. I said, that sounds more like a ?Charpectrum? problem, than a Mike Adler problem. A deal?s, a deal. I can?t sell someone a car for $1000, then tell them the next weekend they owe me another $500. YetCharpectrum thinks they just make rules up as they go. And move the goalposts whenever it?s convenient for them. ?It?s our ?POLICY??. Well, what if Mike Adler has a few policies of his own?!? So their ?policy? overrides mine? I?m sick and tired of companies thinking they can do whatever they want. I was promised some things, and I intend to get them. That?s the definition of a verbal contract. Correct?!?

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	They had other promotional offers listed on their
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	On their website.
When did the first contact occur?	07/16/2022
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Phone/internet/cable
Was it advertised?	Yes
Date advertised?	07/16/2022
Where advertised?	Website
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	Yes

How much were you charged?	259.59
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Internet
Were you notified of additional fees at the time of sign up?	
Activation fees	No
Fee on bill	No
Installation fees	No
Fee on bill	No
Cancellation fees	No
Fee on bill	No
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	183.76
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	07/23/2022
What happened when you contacted the business?	I described it earlier in this complaint.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	I should get the bill credit promised to me. The internet speed promised to me. Honor everything I was told I?d be getting. And NOW, because of all the time, Hassle and frustration, and the fact I HAVEN?T been getting what I?m supposed to be getting, the 12 months should START OVER, and I should be getting even MORE of a bill credit,

because I?m STILL getting ripped off!! The first guy even said, you SHOULD Be getting a bill credit of $800-$900 because you haven?t been getting all your channels for YEARS, but that was the best he was ?allowed? to do. Yeah right. They REALLY need to sweeten the deal now. This is ABSURD!!!

Telecommunications Complaint

Your Information

Salutation	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Home Phone	
Email	

Phone me between 8-4 at	
Best time to call	

Information about the perso [redacted] t is against:

Business Name	
Address Line 1	
City	
State	
Zip	
Business Phone	
Website	

Name of the person you talked to	
Title of the person you talked to	Billing Representatives

Your Complaint

Changed my internet service, and added streaming, Dec. 13, 2022. Had returned all old equipment the week before. Billing was to drop from $248 to $86 effective December 15, 2022. As of Feb. 1, 2023 the billing continues to be for $248. We were assured our billing would be fixed and we paid the new correct amount as instructed. I have placed 8 phone calls over the past 6 weeks to get the billing corrected, with no results. Latest call tells me my service will be disconnected on Feb. 3, 2023. The representatives I talk with all tell me they will correct the problem, but they never do. Charpectrum has terrible customer service.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	12/06/2022
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet
Was it advertised?	Yes
Date advertised?	
Where advertised?	tv
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	248.91
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	tv service, higher internet speed
Were you notified of additional fees at the time of sign up?	
Activation fees	No
Fee on bill	No
Installation fees	No
Fee on bill	No
Cancellation fees	No
Fee on bill	No
Do you still have the service?	No
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	91.34
Payment Method	Money Transfer (wired/online)
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	

Did you contact the business about your complaint?	Yes
When did you contact the business?	12/22/2022
What happened when you contacted the business?	with each phone call the representative tells me they will put through a 'ticket' to solve the issue, but it never happens
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	Better Business Bureau
What happened when you contacted the other agency?	no response yet
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Put enough pressure on Charpectrumto improve their service

General Consumer Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Work Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call 2:00 Noon

Information about the person s against:

Business Name

Name of the person you talked to
Title of the person you talked to

Your Complaint

I have attempted to Contac Charpectrum, but evidently Charpectrum feels I have no standing as a customer because I do not pay directly to Charpectrum as a customer. Contrary to what Charpectrum might want me to believe, I do in fact pay for WiFi as part of my monthly maintenance fees at Village Coop of Wausau which represents 72 units and has. I have submitted my complaint to Spectrum on 09/21/2022. Broadband is as much a necessity as is electricity; It appears to be a reasonable assumption that Charpectrum is defrauding Wausau area customers. While advertising speeds (which may vary) up to 300 Mbps, it appears they are bilking their customers in Wausau and especially in the Northwest area of Wausau while providing far less internet access with speeds much less; due perhaps to either possible ?bait & switch?, or by their ?throttling down speeds and I believe they actually deny access for non-premium customers, any of these potentially used in an attempt to force people into the costs of an upgrade to get expected service promised or needed service. Whatever the case, it appears that Charpectrum simply does not have sufficient equipment to handle broadband traffic for Wausau's Northwest area or is throttling services. In addition to expected numerous residences and businesses of the area; there is the NTC campus with all its students, The Village Coop with 72 apartments for 50 plus people, Urban West with 66 Apartments, Kannenberg with 106 elderly housing apartment units, and approximately 132 units at The Columns Apartments and I have not determined the number of units in the Randolph Courts Apartment complex. This is a concentration of people all with a need of broadband that Spectrum is either willfully or negligently failing to address. While Charpectrum advertises speeds (which may vary) up to 300 Mbps in Wausau, I find that I am frequently waiting for an internet connection even before one can expect pages to load.

Frequently. I have verified that I have a connection secured to the Village Coop Router but then I am seeing too often that there is simply NO internet connection available on the Spectrum facility. I see this as a serious problem as the ?Village Coop? and the ?Kannenberg? apartments are all elderly and many people now use medical devices connected via WiFi to monitor and record vitals. I cannot speak for the others, but at ?Village Coop? an initial attempt was to blame the problem on the ?ROUTER? as it only had 300 ports available . The ROUTER [WM7404af] was upgraded to a 3000port unit for our 72 units, but our service does not appear to have improved, still getting error messages of "Connected, No Internet".

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	Other
If other, describe the other method of contact.	Wrote letter - no response
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	09/21/2022
How old is the person who had contact with the business?	
What product or service did you buy?	internet access
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	

Payment Information

Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	

Interactions with the Business

Did you contact the business about your complaint?	Yes
When did you contact the business?	09/21/2022
What happened when you contacted the business?	I received NO response.

Resolution Information

Have you filed this complaint with another agency?	No
Agency name	

What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	If it can be substantiated that Charpectrum is in fact throttling services to promote purchases of upgrades they need to be fined and I would suggest that the persons responsible be imprisoned.

General Consumer Complaint

Your Information	
Salutation	
First Name	
Last Name	
Address Line 1	
State	
Zip	
Phone me between 8-4 at	
Best time to call	
Information about the perso	**is against:**
Business Name	
Name of the person you talked to	
Title of the person you talked to	
Your Complaint	
Internet speeds - 4x a day my phone, computer or TV tell me I cannot use WiFi.	
Information About Your Complaint	
Details about the Incident	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	

Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	
Have you started court action?	
How do you feel this complaint should be resolved?*	Ensuring they are providing the agreed speed (it?s happening now and the beginning of the month)
Other Information	
How did you hear about us?*	Referral (BBB, Legal Action, etc)

General Consumer Complaint

Your Information

Salutation	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Home Phone	
Email	

Phone me between 8-4 at	
Best time to call	

Information about the perso [redacted] t is against:

Business Name	
Business Phone	
Website	

Name of the person you talked to	Multiple
Title of the person you talked to	Multiple

Your Complaint

I was paying $39.99 per month for Internet Ultra (600MB). My promo ended and my bill went to $64.99 per month. I called Charpectrum to disconnect, and they offered me an upgrade to Gig for $62.99 per month ($67.99 minus $5 auto pay discount). I accepted. We were disconnected at the end of the call, so I chatted with another rep to see if the order went through. She said it did and verified the $62.99 price. Later I received an email confirming the order, but it stated my rate was $82.99 per month, not the $62.99 I was promised. So, I chatted with them again. That rep also said she could see I was quoted $62.99 per month but she couldn't do anything about it and said I needed to call another department. I called them, that rep saw the same $62.99 price, but also couldn't fix it, so she sent me to a manager (Caleb). Caleb claimed he could also not fix it and give me the price I was told. He said he would try to cancel the order but wasn?t sure it would work and then sent me to someone else. She also verified I was told $62.99 for Gig but said she couldn?t fix it. She said she put me back on the Ultra at $64.99 but I have no idea if it worked because I have not received any confirmation emails from that order. I asked her if the equipment that I no longer needed would still show up. She said the order was canceled so nothing would ship. Of course, on Saturday the equipment arrived. After more than FOUR HOURS spent on this, I not only don't have the faster speed and the price I was promised, but I also don?t even have the same price I did for the Ultra before they screwed it up! I have all the chat logs confirming the $62.99 price for Gig. You can also listen to all of the phone calls. This could not possibly have gone any worse.

Information About Your Complaint	
Details about the Incident	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	Chat
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	11/01/2024
How old is the person who had contact with the business?	
What product or service did you buy?	Internet
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	11/01/2024
What happened when you contacted the business?	See details in full complaint
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBBB
What happened when you contacted the other agency?	In process
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Give me the Gig at $62.99 which was promised, or leave my service at Ultra at the same price I was paying before which was $49.99.

Other Information

How did you hear about us?*	Internet

Telecommunications Complaint

Your Information
Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call

Information about the person s against:
Business Name
Address Line 1
City
State
Zip
Business Phone
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

Charter Spectrum has unfairly increased the price of our cable internet service. We did not request or want a service change but they are requiring a change to a higher priced service regardless of our objections. After notification of this change, I received an email saying that the service has been indefinitely delayed. We have the bill on auto pay. Our overall bill went up by $2/mo. due to the increase in internet service. I did not receive notification that the service was actually changed. My internet service did not increase in speed. It still hasn't although their tech support may be able to help me get the higher speed working. I was credited $10 for slower service. Apparently, the internet service increased by $12/mo. not $2/mo. since a 6mo. trial (at a supposed $10/mo discount) was started. The net effect is to force us to pay $12/mo. more on our internet service for higher speeds that we didn't request or even want. We should be able to keep our original internet service or continue to have their lowest internet service at the same price. The price increase was deceptively done by first the $2/mo increase, notification that the service change was delayed indefinitely, no notification that it was changed, and then effectively increasing again by $10/mo. 6 months later for a net increase of $12/mo.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Internet
If other, describe the other method of contact.	phone
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/16/2024
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	internet & digital phone service
Was it advertised?	No
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	49.99
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Increased internet speed
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	69.98
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	My Home

Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/16/2024
What happened when you contacted the business?	They were unwilling to remove the price increase of $2/mo now ($12/mo after 6 mo. trial) for increased internet speed we didn't ask for or want. Cost of minimum internet service keeps increasing! I'm had the internet service for many years. I'll be 62 in less than 2 mo.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Our internet service should remain indefinitely at $47.99/mo. at the lowest internet speed that Charpectrum offers (but not at a lower speed that it previously was 15Mbps/3Mbps). There is very little internet competition is our area.
Other Information	
How did you hear about us?*	Other

DTCP-BCP-184 (rev. 07/2023)

Wisconsin Department of Agriculture, Trade and Consumer Protection
Bureau of Consumer Protection
2811 Agriculture Drive, PO Box 8911, Madison WI 53708-8911
Phone: (800) 422-7128 FAX: (608) 224-4677 TDD: (608) 224-5058
Email: DATCPHotline@wisconsin.gov Website: datcp.wi.gov

CONSUMER COMPLAINT

DATCP is responsible for administering and enforcing a variety of consumer protection laws, including statutes and administrative rules. See Wis. Stat. §§ 93.01(intro.) and (3), 93.07(1), and 93.07(24); see also Wis. Stat. ch. 100.

1. HOW DO WE CONTACT YOU?

FIRST NAME | MIDDLE INITIAL | LAST NAME

[redacted]

ADDRESS STREET | SUITE # | PO BOX

CITY | STATE | ZIP | COUNTY

PHONE ( ) - | NAME OF PERSON YOU TALKED TO | TITLE

BUSINESS EMAIL | BUSINESS WEBSITE

INFORMATION ABOUT YOUR COMPLAINT

3. Which of the following best describes your first contact with the business: *(Check one)*

- ☐ Internet
- ☐ Email
- ☐ I responded to a radio or TV ad
- ☐ I responded to a printed advertisement
- ☐ Person from business came to my home
- ☐ Person from business called me
- ☐ Business sent me information in the mail
- ☐ I attended a convention or trade show
- ☐ I went to the business
- ■ I telephoned the business

4. When did your first contact with the business occur? Month many Day Year 2024

5. Your age or age of person who spoke to business? Age:*(Check one)* ☐ 0-17 ■ 18-61 ☐ 62 or older

6. What product or service did you buy? Internet services
(Please be specific)

7. Was the item advertised? *(Check one)* ■ No ☐ Yes **If yes, date:** 05/2024 **Where?**

8. Did you sign a contract/agreement? *(Check one)* ■ No ☐ Yes **If yes, contract/agreement number:** Charpectrum

9. Where were you when you signed the contract/agreement? **Date signed:**

10. Amount paid $

Payment type *(Check one)* ☐ Cash ☐ Check ☐ Credit card ☐ Financed ☐ Money transfer ☐ Other

11. Where did you pay the business: *(Check one)*

- ☐ Internet
- ☐ By mail
- ☐ At the company's place of business
- ☐ At a convention or trade show
- ☐ At my home
- ☐ Telephone with credit/debit card
- ☐ Away from company's place of business

12. Did you contact the business about your complaint? *(Check one)* ☐ No ■ Yes **If yes, date:**

What happened? They made me set up autopay for $5/mo discount then eliminated discount offered, metered speed tried to cl

13. Have you filed this complaint with another agency? *(Check one)* ■ No ☐ Yes **Agency name:**

What happened?

 IMPORTANT: More questions on next page.

14. Have you contacted a private attorney? *(Check one)* ■ No ☐ Yes

15. Have you started court action? *(Check one)* ■ No ☐ Yes

16. Describe your complaint in detail.

First, Govoner Evers referred me to you.
Charpectrum sent me an email offering internet services after I inquired previously about the service. Received an email offering $24/mo with No installation costs, No rental charge for modem or router. Great deal so I called them up to verify services and speed and set it up. Had to email the rep the offer I received to verify costs. Was verified by her supervisor. it was and installation too place. Promptly was charged a $69 install fee and contacted Charpectrumto correct this error. They did. Got a notice they were charging my credit card on file for $29 for internet and rental of router. called the call center and they said you have to pay the rental fee there's no way around it. I asked to speak to a supervisor. Advised Supervisor of the situation. Supervisor said he didn't care "we're not offering this to you". I asked if I have to file a complaint or get an attorney? he said good luck with that. My speed was dropped immediately and they charged $29 for the lesser service.

17. How do you feel your complaint should be resolved? *(Please be specific)*

Do what they said they would do, restore speed, honor the add they sent me and any punitive damages you can legally impose for lying, bait and switch, and all their retaliatory actions they took against me, a senior citizen.

How did you hear about us/find us? ☐ Presentation ☐ Newspaper/Radio/TV ☐ Referral (BBB, Legal Action, etc) ☐ Internet ■ Other

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Bureau of Consumer Protection at the Department of Agriculture, Trade and Consumer Protection about any and all matters connected with this complaint. This complaint and the information provided will be used in efforts to resolve the problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws.
In compliance with *Wis. Stat. § 15.04(1)(m)*, the following notice is provided: This form is authorized by *Wis. Stat. §§ 93.06(1)(a)* and 93.07(2). Completing this form is voluntary. Personally identifiable information provided in this form is subject to Wisconsin's Public Records Law, *Wis. Stat. §§ 19.31 to 19.37*, and therefore might be released in response to a public records request. In responding to a public records request, the Department will maintain the confidentiality of personally identifiable information provided in this form to the extent permitted by law.
All the information that I have provided in this form is true and accurate to the best of my knowledge.

YOUR SIGNATURE	PRINT NAME	DATE
	Scott Bradley Scott	04AUG2024

Please attach copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

MAIL this form and copies of your papers to: **OR** ***EMAIL this form: Fill in electronically and attach digital copies of your papers and send to:***

Bureau of Consumer Protection
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

DATCPHotline@wisconsin.gov

Page 2 of 2

Telecommunications Complaint

Your Information

First Name	[redacted]
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Email	com

Phone me between 8-4 at	
Best time to call	
Information about the person	**is against:**
Business Name	
Zip	
Website	internet

Name of the person you talked to

Title of the person you talked to

Your Complaint

Internet service has been persistently intermittent for several months. It freezes on our computers, TV service stops frequently and we have had full-day service interruptions. The FCC speedtest generally shows ~150 download speeds so the provider is having more difficulty with basic server services. This also resulted in no cell phone coverage in our area, again for up to full days at times. The website for this company does not give service status and does not support making timely complaints or comments about service. My request is to address consistent service at our purchased speed (listed as 'Ultra') and to change their processes to allow accurate and timely lookup of service status when they suffer service problems.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Printed Ad
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/01/2021

How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet access
Was it advertised?	Yes
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	No
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	50
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	No
When did you contact the business?	
What happened when you contacted the business?	No option for contacting business about service via our registered online account with them.
Resolution Information	
Have you filed this complaint with another agency?	No

Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Company should change their website for full support, not just addressing bill payment and how to add more services.

Other Information

How did you hear about us?*	Other

Telecommunications Complaint

Your Information

First Name	[redacted]
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Email	com

Phone me between 8-4 at	
Best time to call	
Information about the person	**s against:**
Business Name	
Zip	
Website	internet

Name of the person you talked to

Title of the person you talked to

Your Complaint

Internet service has been persistently intermittent for several months. It freezes on our computers, TV service stops frequently and we have had full-day service interruptions. The FCC speedtest generally shows ~150 download speeds so the provider is having more difficulty with basic server services. This also resulted in no cell phone coverage in our area, again for up to full days at times. The website for this company does not give service status and does not support making timely complaints or comments about service. My request is to address consistent service at our purchased speed (listed as 'Ultra') and to change their processes to allow accurate and timely lookup of service status when they suffer service problems.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Printed Ad
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/01/2021

How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet access
Was it advertised?	Yes
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	No
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	50
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	No
When did you contact the business?	
What happened when you contacted the business?	No option for contacting business about service via our registered online account with them.
Resolution Information	
Have you filed this complaint with another agency?	No

Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Company should change their website for full support, not just addressing bill payment and how to add more services.

Other Information

How did you hear about us?*	Other

Telecommunications Complaint

Your Information
First Name [redacted]
Last Name
Address Line 1
City
State
Zip
Cell Phone

Phone me between 8-4 at
Best time to call
Information about the person s against:
Business Name
Address Line 1
City
State
Zip
Business Phone
Email net
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

After multiple phone calls and a 20 minute wait for a call back, the last agent transferred me to the dept where a tech would be scheduled to come to my home and resolve my issue. I finally got connected after over 28 min on that hold. The tech asked my name and immediately hung up on me. I am paying for 100+ mbps and only getting 18.85 download and 11.66 upload per speedtest.net. THe rep had my phone number and failed to call back even though he was aware that a disconnect had happened and obviously had my phone number in the call records. It took me a total of 2 hours to get to the point where the agent hung up and did not call back or follow-up in any way. I would like this issue fixed, I want the technician scheduled to come as promised and I want to be reimbursed for the past 12 months as I have never had speeds over 20mbps.

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet 100 mbps
Was it advertised?	No
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	The speed I for which I am paying
Were you notified of additional fees at the time of sign up?	
Activation fees	No
Fee on bill	No
Installation fees	No
Fee on bill	No
Cancellation fees	No
Fee on bill	No
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	69.00
Payment Method	Check
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	North Shore Bank Bill Pay
Interactions with the Business	

Did you contact the business about your complaint?	Yes
When did you contact the business?	07/24/2020
What happened when you contacted the business?	They transferred my call multiple times for a period or 2 hours and hung up on my after connecting with the final transfer after a final 28min on hold.

Resolution Information

Have you filed this complaint with another agency?	Yes
Agency name	FCC
What happened when you contacted the other agency?	Nothing yet, I just filed the complaint today
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Fix the issue so I receive the speed for which I am paying and reimburse or credit my account for the past 12 months of inferior service, including the waste of my time incurred with the under-staffing that causes wait times on hours.

General Consumer Complaint

Your Information

Salutation	[redacted]
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Email	

Phone me between 8-4 at	
Best time to call	

Information about the person o ainst:

Business Name	
State	

Name of the person you talked to	i don't know
Title of the person you talked to	I don't know

Your Complaint

Complaint is about Charpectrumovercharging or if you want to call it price gouging . When I cancel my cable with Charpectrumthey charged me $600.00 and I feel that I was being punished for signing up with the Streaming Tv company . Plus now I pay $99.99 just for internet and nothing else . I don't think this is fair . Can something be done about this company . They told me their internet speeds were 400 MB and actually it is 200 . I heard they advertise it that way . That is false advertising . That is wrong . I am sure their are other people who are not happy with Charpectrum Please tell me if you can help in any way at all ?

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	Internet
Was it advertised?	
Date advertised?	

Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	don't remember
Payment Information	
Amount Paid	99.99
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Other
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	01/06/2020
What happened when you contacted the business?	I don't remember all this stuff .
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	They emailed me with other sources of how to handle this .
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Lower the price of the monthly charge

Telecommunications Complaint

Your Information
Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Home Phone
Work Phone
Email

Phone me between 8-4 at
Best time to call

Information about the person s against:
Business Name
City
State
Business Phone

Name of the person you talked to
Title of the person you talked to

Your Complaint

I have made a trilogy of complaints, with supporting documentation, which I have made via email and web form to Charpectrum as well as to the FCC as three separate consecutive consumer complaints over the past six weeks or so. The FCC ticket No?s. are 4692199, 4692199, and 4703882 respectively. I have also recently filed a complaint with the FTC Technology Enforcement Division. I have been a Charpectrum customer at this address for more than two years and recently upgraded to their new faster service February 25, 2021. I have not received the advertised speed service, which is the issue at hand here. My account number The Internet Ultra service as it is currently advertised and physically made available, is according to my recent comprehensive testing is in all actuality unavailable. As such, this service offering is fraudulent by its very nature in my view. Their marketing information indicates no qualifications or contingencies on me availing myself of this service and being able to receive the advertised Internet speed. https://www.Charpectrum.com/ultra This corporation continuing to charge customers for a service level they cannot achieve on an ongoing basis also represents a blatant fraud in my view. In addition the above advertisement makes a product performance reference to an FCC report, which in itself or appendices, does not appear to contain the information they indicate it does. So this is another example of what appears to be blatantly fraudulent marketing. In their

totality, these complaints represent behavior by this corporation which in my view are monopolistic and anti competitive. This behavior misinforms and defrauds the public as well as misinforming potential competitors regarding Internet service availability in this geographic area. Please utilize your significant resources to investigate this issue.

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	E-mail
If other, describe the other method of contact.	Telephone
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/25/2021
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet upgrade
Was it advertised?	Yes
Date advertised?	02/25/2021
Where advertised?	www.Charpectrum.com
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	50.00
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	Yes
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	

Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	02/25/2021
What happened when you contacted the business?	They sent a seies of technicians over the next six weeks. Issue remains unresolved.
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	FCC, FTC
What happened when you contacted the other agency?	Unknown
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Resolve the speed issue and/or modify billing cost.

General Consumer Complaint

Your Information
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call
Information about the person o **against:**
Business Name
Business Phone
Website

Name of the person you talked to
Title of the person you talked to

Your Complaint

Most days, late in the afternoon, the speed of our residential Charpectrum Communication broadband service slows to something less than or equal to old dial up speeds, like 56 kbit/s, for several hours, despite what Charpectrum s official measurement tool indicates. This often makes doing even rudimentary things almost impossible, forcing my entire family to go offline, at the very time when we seek to use the internet for constructive purposes, like accessing and managing critical online services, many if not most of which are not bandwidth-intense, by any modern standard. Please note that we rarely stream media, and are using all high-end, late-model hardware that we own, except for the cable set top boxes that we are forced to rent. These digital cable set top boxes have also proven highly problematic in terms of their responsiveness, from the first day we received them several years ago, and I am confident this will continue thanks to recent decisions by the FCC to not open up competition within this domain, which historically, has been a huge money-maker for the cable industry, and which from a consumer protection and business innovation standpoint, represents an incredibly regressive policy. In closing, I strongly urge your organization to help launch a formal investigation into Charpectrum's residential broadband internet service practices in the state of Wisconsin, and work with the New York Attorney General?s office, if necessary, to help guide the investigation and potential lawsuit that may follow on behalf of customers like my family, who are really receiving a terribly inconsistent, and unsatisfactory service. My family pays over 600 dollars a year for Charpectrum's sub-par service, and this slow internet service problem from around the hours of 4-9 P.M., has persisted for years! There is no way Charpectrum is not responsible for this.

Information About Your Complaint

Details about the Incident	
Which of the following best describes your first contact with the business?*	Other
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	
Have you started court action?	
How do you feel this complaint should be resolved?*	Lawsuit. More competition. End the last-mile monopolies!

Telecommunications Complaint

Your Information

First Name	[redacted]
Last Name	
Address Line 1	
City	
State	
Zip	
Home Phone	
Phone me between 8-4 at	
Best time to call	

Information about the person [redacted] s against:

Business Name	
Business Phone	
Website	
Name of the person you talked to	JT- Dale 2511050- Mark
Title of the person you talked to	supervisors

Your Complaint

Promised high internet speeds that has not been meet given lower internet speeds than what they advertised. promised promotions that they did not follow thru with recorded phone calls for proof . costumer servie

Information About Your Complaint

All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Internet
If other, describe the other method of contact.	
If printed ad, when was it printed?	03/01/2018
If printed ad, where was it printed?	
When did the first contact occur?	05/01/2018
How old is the person who had contact with the business?	18 - 61
What product or service did you buy?	Internet
Was it advertised?	Yes
Date advertised?	03/02/2018
Where advertised?	online

Did you sign a contract / agreement?	
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	
When did you contact the business?	
What happened when you contacted the business?	
Resolution Information	
Have you filed this complaint with another agency?	
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No

How do you feel this complaint should be resolved?*	held accountable for actions as well as follow thru with promises made

Telecommunications Complaint

Your Information	[redacted]
Salutation	
First Name	
Last Name	
Address Line 1	
City	
State	
Zip	
Cell Phone	
Email	
Phone me between 8-4 at	
Best time to call	
Information about the person against:	
Business Name	
City	
Business Phone	
Website	
Name of the person you talked to	customer service plus some
Title of the person you talked to	supervisor

Your Complaint

Charpectrum, internet access, is a total absolute monopoly at my residence/address. As per condition for merger approval by FCC charter communication/time [redacted] remember that they had to provide low cost internet access to the general public. $64.99 for internet access only is not what was agreed upon, (forget about the one time limited offers for 1 year). Plus, the advertised speed is misleading, if not fraudulent (see attached speed test) which is far from the 100mbps advertised. N.Y. General Attorney is successfully suing Charpectrum for the latter. What do I want or don't want? I don't want a monopoly which limits my Internet access by gauging through bundles etc. Look into the merger approval, please. I don't think Charpectrum is in compliance. Thanks for your time, cordially, [redacted]

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Internet
If other, describe the other method of contact.	

If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	04/12/2017
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	internet
Was it advertised?	Yes
Date advertised?	04/12/2017
Where advertised?	
Did you sign a contract / agreement?	Yes
Date Contract Signed	04/12/2017
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	office
Were you billed for a service or product you did not order (unauthorized charges)?	No
How much were you charged?	52
Were you billed for a service or product you did not receive?	No
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	Yes
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Place of Business
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	04/05/2018

What happened when you contacted the business?	getting the go around with customer service, to supervisor to boss of supervisor. Was told to complain with FCC because they get copy of the complaint from FCC. No company email address available, no headquarters mailing [redacted]
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	[redacted]
What happened when you contacted the other agency?	[redacted]
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Charpectrum should respect merger approval condition. Charpectrum should stop advertising the 100mbps, when mostly serving less than 44mbps (I have copies of speed tests). Charpectrum should offer low cost internet access, even if it mean less speed. Charpectrum should NOT be the only internet service provider in my area.

Telecommunications Complaint

Your Information
[redacted]
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone

Phone me between 8-4 at
Best time to call
Information about the perso[redacted]t is against:
Business Name

Name of the person you talked to	Zach, Ann, Teal
Title of the person you talked to	customer service rep

Your Complaint

Ever since I set services with Charpectrum I have regular issues with phone not working, internet going in and out and slow speed, TV is in and out. I have contacted [redacted] number of times with no avail. However they send me a bill monthly and expect it to be paid on time in full. Sincerely,[redacted]

Information About Your Complaint	
All business telephone lines affected by complaint	
Your complaint is about?	
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	Printed Ad
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	
What product or service did you buy?	
Was it advertised?	
Date advertised?	
Where advertised?	
Did you sign a contract / agreement?	

Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	
Were you billed for a service or product you did not order (unauthorized charges)?	
How much were you charged?	
Were you billed for a service or product you did not receive?	
What product or service did you not receive?	
Were you notified of additional fees at the time of sign up?	
Activation fees	
Fee on bill	
Installation fees	
Fee on bill	
Cancellation fees	
Fee on bill	
Do you still have the service?	
If no, were you charged a termination/cancellation fee?	
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	
Payment Method	
Description of Payment Method (if "Other")	
Where did you pay the business?	
Description of Payment Location	
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	
What happened when you contacted the business?	I am in contact with this business on daily bases, I am tired of their.
Resolution Information	
Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	
Have you started court action?	No
How do you feel this complaint should be resolved?*	Charpectrum need serious improvements, their services are terrible.

Telecommunications Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Cell Phone
Email

Phone me between 8-4 at
Best time to call

Information about the person is against:

Business Name
Address Line 1
Address Line 2
City
State
Zip

Business Phone
Email
Website
Phone:

Name of the person you talked to
Title of the person you talked to

Your Complaint

For 8.5 months I was charged for 400 mg of internet and for the same period my tv and internet would stop, stall, not work repairs were done 12 times I had to buy a router for $259.00 as they did not have one on the truck. I pay $230 a month for both services and did not have them. I have copies of speed tests all the way back. both told me they would give me credit back for 1/2 of the service for this time and make it right over the BBB complaints filed and give a extra on the router- I Never got the credit once they guy came this last time found a Squirrel eat the over head line- I called to tell several people this was fixed I wanted this credit as promised and I have it on. My recorded line when they called me and emails - suddenly no one will answer me I am a vitcim of theft by fraud paying for services not received not to mention the phone line I have never worked- I made two trips 120 miles round trip to Steven Point for modems. And none of it was fixed until the last guy listened to me two weeks ago today- and checked the over head line. I am elderly and we get taken so often- and this wrong-

there is BBB complaints which they closed off after telling me ?we will make this right? and that was all a scam. They have gotten by with this and no one will answer for this and this company is lieing to the BBB telling them the settled and they never did. I want a court date- I want this exposed if this is not gonna be paid to me. I have all the paperwork to prove this is true. Send me a fax number I will send it to you- or email and I will send it. This is wrong- to cheat people out of their hard earned money. I ask for help for me and anyone else that has gone through this as if you did it here you did it before. Lies.

Information About Your Complaint	
All business telephone lines affected by complaint	[redacted]
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	Failure to refund money paid
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	02/28/2018
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Internet tv and home phone
Was it advertised?	Yes
Date advertised?	07/01/2014
Where advertised?	Ad on tv
Did you sign a contract / agreement?	Yes
Date Contract Signed	07/01/2014
Number on Contract, Policy or Receipt	[redacted]
Where were you when you signed the contract?	At home
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	1700
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	Both internet and tv was not working
Were you notified of additional fees at the time of sign up?	
Activation fees	Yes
Fee on bill	Yes
Installation fees	Yes
Fee on bill	Yes
Cancellation fees	No
Fee on bill	Yes

Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	400
Payment Information	
Amount Paid	1700
Payment Method	Debit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Place of Business
Description of Payment Location	Sale office
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	03/05/2018
What happened when you contacted the business?	They sent a guy out to fix it and he could not find the issues the office internally could read I was not getting the service I had people out here 12 times and they read it and knew they just could not find the problem and left wires hanging all over in the basement
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	Nothing- both in wisconsin Mosourr Chicago To al BBB and they lied told them they fixed it to get me stop complaining and told me they would refund me but never did
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	They should refund the $800 plus the cost of the router as they should have put a router in- they should also pay for the two trips to Stevens Point to get the new modems they didn?t have that was 60.00 in my truck. They should be fined for the lies- as well and invested for this theft by fraud.

Telecommunications Complaint

Your Information
Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

[redacted]

Phone me between 8-4 at
Best time to call
Information about the person c
Salutation
First Name
Last Name
Address Line 1
Address Line 2
City
State
Zip

Business Phone
Email
Phone:(608)467-9237,

Name of the person you talked to
Title of the person you talked to

Your Complaint

BACK IN Feb. I notice internet I was paying for at 100 mg was not steady, upped the speed to 400 mg and still not working- had 12 different calls to this location home- spoke with Scott explained tv was stuck on channels could not change- internet was not holding speed, and would drop all to none. After several visits and adding a boaster still no answer. Scott assure me he would make sure this was fixed, and said he would close the BBB complaint and credit me back as soon as it was fixed. Months later 3 weeks ago this last Friday finally a tech came out and found that a squirrel ate the over head line feed to the house- upon fixing I called SCOTT and he said he would make this right as I have gone 7.5 months with little to no service- I used my cell phone to tether- and bills were now over 800 a month the last bill here was 1485.21 for this as I had no internet most of the time as this progressed. Repeated contacts with Charpectrum did no good one supervisor after another promised to have SCOTT issue the credits and it never

happened . The credit should have been $457 which did to include the router I bought the two trips to Stevens Point 120 miles round trip twice. There are wires all over the basement- there is a booster that is not hooked up and costing me funds to run. There are wires hanging down- and promises to fix them as well. Now when this is fixed no one has cleaned up the mess- the wire was completely replaced- and I am out funds, off work, and the credit I was promised. At no time- was this agreed that I would not be refunded part of the the $240 bill this has cost me each month- I had half the service so I should have gotten 1/2 of the total of the last 7.5 months back. That was all bull. They did this to stop the BBB complaints and closed them pretending it was fixed and it was not until 3 weeks ago- I refused to pay the bill any longer as I was not getting what I was paying for. That is theft by fraud to sell something that you were not delivering to me. This has been a constant fight. I am not going to let this go- Scott made the promise he should have to eep his word. [redacted]

Information About Your Complaint

All business telephone lines affected by complaint	Yes. I was unable to obtain a line out
Your complaint is about?	Internet Service Provider
Other Information (description from prior selection of "Other")	
Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	Email
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	07/01/2014
How old is the person who had contact with the business?	0 - 17
What product or service did you buy?	Internet tv and phone
Was it advertised?	Yes
Date advertised?	07/01/2014
Where advertised?	On line
Did you sign a contract / agreement?	Yes
Date Contract Signed	07/01/2014
Number on Contract, Policy or Receipt	[redacted]
Where were you when you signed the contract?	Home
Were you billed for a service or product you did not order (unauthorized charges)?	Yes
How much were you charged?	266
Were you billed for a service or product you did not receive?	Yes
What product or service did you not receive?	All tv internet and phone

Were you notified of additional fees at the time of sign up?

Activation fees	Yes
Fee on bill	Yes

Installation fees	No
Fee on bill	Yes
Cancellation fees	No
Fee on bill	Yes
Do you still have the service?	Yes
If no, were you charged a termination/cancellation fee?	No
Amount of termination/cancellation fee?	
Payment Information	
Amount Paid	260
Payment Method	Debit Card
Description of Payment Method (if "Other")	Check
Where did you pay the business?	Place of Business
Description of Payment Location	Store
Interactions with the Business	
Did you contact the business about your complaint?	Yes
When did you contact the business?	03/02/2018
What happened when you contacted the business?	Scott told me he would see this was fixed, ad make it right
Resolution Information	
Have you filed this complaint with another agency?	Yes
Agency name	BBB
What happened when you contacted the other agency?	Nothing Charpectrumdropped it said it was settled and it was not
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Credit the bill for the lost of use 1/2 of each months bill for lack of service- and credit 1/2 the cost of the router and the 2 trips for modems to Stevens Point and come out here and fix these wires all over the basement

General Consumer Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

Phone me between 8-4 at
Best time to call

Information about the person against:

Business Name
Address Line 1
City
State
Zip
Business Phone
Email
Website

Name of the person you talked to
Title of the person you talked to Manager, Technical Operations

Your Complaint

This is the second time contacting the Consumer Protection agency regarding our problems with Charpectrum services. There has been an ongoing problem with our internet, phone, and cable services for the past year. It wasn't until I contacted the Consumer Protection Agency that we received any help at all. Since my first contact with you I was put in touch with a supervisor, [redacted] who did work to get to the crux of the problem. Countless hours were spent on service calls that resulted in a complete rewiring of the cable from the house to the road and when that failed to produce the desired effect multiple problems were detected somewhere further down the line with a major problem manifesting as far away as Pewaukee, WI or so we were told. We are again experiencing outage problems with our phone and internet starting in September, 2018. I attempted to contact [redacted] twice by phone to which there was no response. My husband, [redacted] was finally able to have a short conversation with him and we were directed to send screen shots of the speed test results showing that our speeds were averaging about 4Mbps. We are and had been testing out over 200Mbps which is the speed that we are paying for and not receiving. I also sent a copy of a message posted on our Neighborhood watch board regarding these same problems. In this message, it is revealed that the Charpectrum

technician relayed information that Charpectrum is aware of the problem but will not correct it due to the expense. I broached the subject with [redacted] via email for verification and sent along additional screen shots of our erratic service. All I received back was a one sentence reply that they were "working on it." I have heard nothing further from the service dept. regarding this issue. Since this outage that was reported a month ago, the length of outages is increasing in duration for both phone and internet. Charpectrum does not offer different prices for different speeds and I am paying approximately $100.00 a month for virtually non-existent service. Yesterday, there was a long period of time when I could not receive or place outgoing calls. Being disabled, and living in a rural community I rely on these services for emergency purposes. To be without service for a day or two is one thing, to be without service for over a month is quite another. I had thought we had a decent working relationship with Spectrum but the now prevalent issue of non-communication seems to lend credence to the theory that there is a larger repair issue that Charpectrum does not want to fix. It should be noted that the router is working correctly and not the issue here. I have copies of all the screen shots and the post from our neighborhood community if needed and I hope that there will be a speedy resolution to this ongoing problem.

Information About Your Complaint

Details about the Incident

Which of the following best describes your first contact with the business?*	I Telephoned the Business
If other, describe the other method of contact.	
If printed ad, when was it printed?	
If printed ad, where was it printed?	
When did the first contact occur?	
How old is the person who had contact with the business?	62 or Older
What product or service did you buy?	Phone, Internet and Cable TV
Was it advertised?	Yes
Date advertised?	
Where advertised?	TV
Did you sign a contract / agreement?	No
Date Contract Signed	
Number on Contract, Policy or Receipt	
Where were you when you signed the contract?	

Payment Information

Amount Paid	99.00
Payment Method	Credit Card
Description of Payment Method (if "Other")	
Where did you pay the business?	Internet
Description of Payment Location	

Interactions with the Business

Did you contact the business about your complaint?	Yes

When did you contact the business?	09/12/2018
What happened when you contacted the business?	It wasn't until the 3rd attempt that we were able to talk to [redacted] who related to us that he had been on vacation. Evidently there was no one covering his phone calls. Subsequent communication has been done via email. The only message received back was that they are working on it. Nothing has been repaired, nor has there been any further communication. The $99.00 fee is an approx. monthly charge for services

Resolution Information

Have you filed this complaint with another agency?	No
Agency name	
What happened when you contacted the other agency?	
Have you contacted a private attorney?	No
Have you started court action?	No
How do you feel this complaint should be resolved?*	Since Charpectrum is virtually our only option for service, we would like to have our service restored and an adjustment/credit applied until this is rectified

General Consumer Complaint

Your Information

Salutation
First Name
Last Name
Address Line 1
City
State
Zip
Home Phone
Email

Phone me between 8-4 at
Best time to call

Information about the person s against:

Business Name
Address Line 1
City
State
Zip
Business Phone
Email
Website

Name of the person you talked t
Title of the person you talked to Manager, Technical Operations

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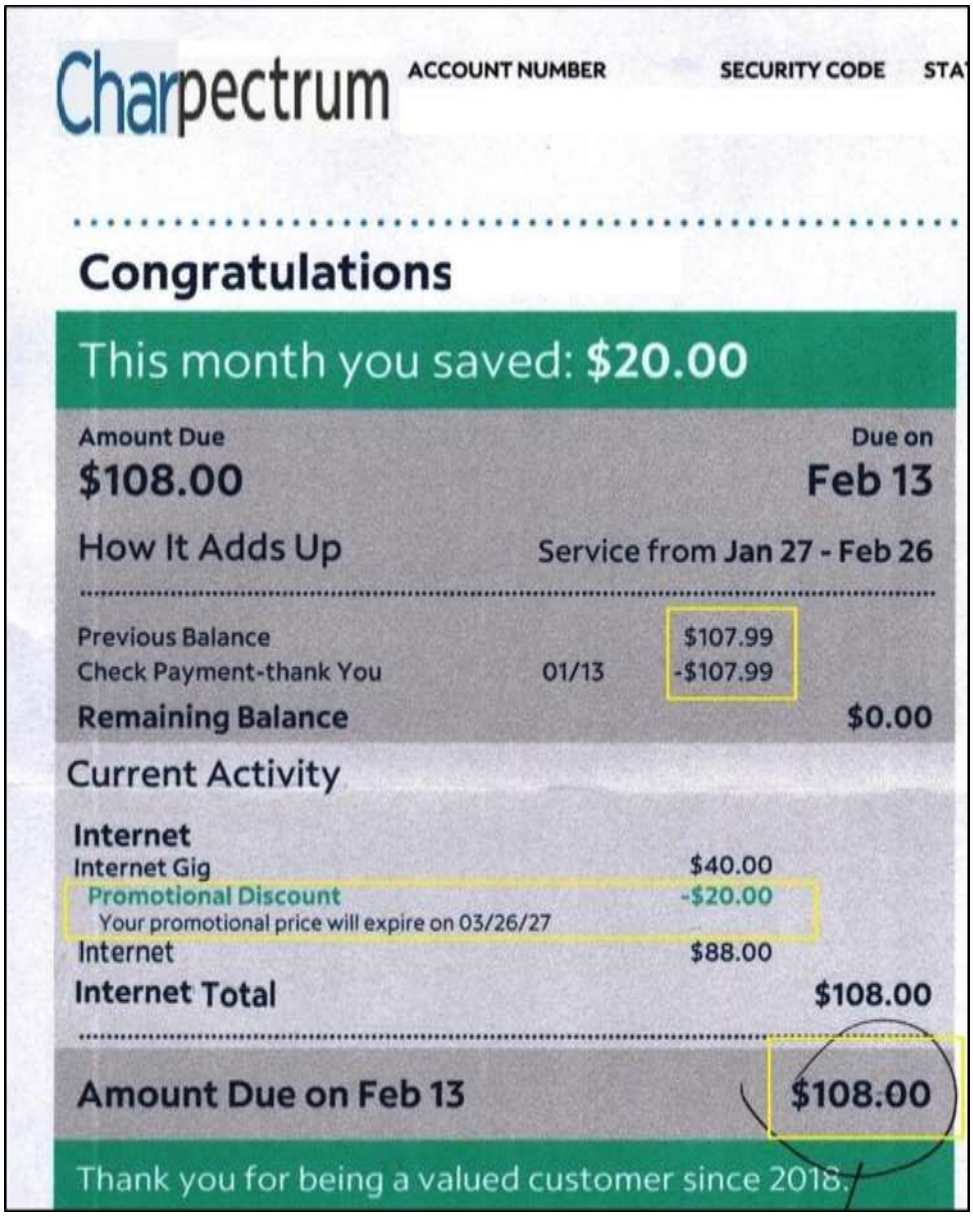
CONCLUSION

Then in February of 2025 in a bold move to add some additional insult to the existing injury, they rounded up Lefty's monthly billing by a penny, perhaps to make their billing accounting easier and as a bonus to add to their ill-gotten gains. With 1.5 million Wisc customers that provides Charpectrum with a windfall of about $180,00 million dollars in just one state each year.

And Lefty just can't wait until 2027 when his bill will increase by yet another 18.5 percent or $20, for no good reasons. Lefty thought inflation was at about 2.5%, hmmm.



Charpectrum ACCOUNT NUMBER SECURITY CODE STA

Congratulations

This month you saved: $20.00

Amount Due $108.00 — Due on Feb 13

How It Adds Up — Service from Jan 27 - Feb 26

Previous Balance		$107.99
Check Payment-thank You	01/13	-$107.99
Remaining Balance		$0.00

Current Activity

Internet

Internet Gig	$40.00
Promotional Discount	-$20.00
Your promotional price will expire on 03/26/27	
Internet	$88.00
Internet Total	$108.00

Amount Due on Feb 13 $108.00

Thank you for being a valued customer since 2018.

From: lefty Insider [mailto: lefty@insiderpub.io]

Sent: Saturday, January 11, 2025 10:33 AM

To: Supervisor, Mediation Unit, DATCP' DATCP@wisc.gov

Cc: Executive Staff Assistant - DATCP' <DATCP@wisc.gov>; 'DATCP Hotline' <DATCPHotline@wisc.gov>; Consumer Protection Associate Lead DATCP DATCP@wisc.gov' 'Director of the Bureau of Consumer Protection DATCP' <datcp1@wisc.gov>

Subject: Somewhere, someone, is doing something.

This result is far less than what is adequate, but somewhere, someone, is doing something. Should receive my Public Records Request shortly, so we shall see.

Lefty

Altice to spend millions on Internet upgrades in settlement with West Virginia

CHARLESTON, W.Va. (AP) — The parent company of one of West Virginia's largest Internet providers has reached a settlement with the state to resolve thousands of consumer complaints.

Under the settlement announced Friday by Attorney General Patrick Morrisey, Altice USA will make $40 million in additional upgrades in West Virginia through 2027, provide $4 million in credits to customers' accounts, and pay the state $500,000.

Altice entered into the agreement without admitting that its practices violated the state Consumer Credit and Protection Act.

"This is years in the making and a big win for the consumers in West Virginia," Morrisey said.

Altice operates in West Virginia under the Optimum brand. Suddenlink Communications, Optimum's former name, was fined $2.2 million in 2022 by the state Public Service Commission. **The PSC found that Suddenlink ignored customer complaints, reduced the number of full-time employees and its maintenance work and budget, and changed its method of communicating with customers.**

A statement issued by Morrisey's office said Altice has invested $75 million in infrastructure upgrades in the state since 2021. If the current upgrades were not completed by 2027, Altice would face additional fines of up to $40 million.

Current customers who qualify will receive $25 credits on their accounts. Former customers can submit a claim to see if they are eligible for a cash refund, the statement said.

And then a clueless response followed:

From: egov-admin, CRM [mailto:noreply@wisc.gov]

Sent: Monday, January 13, 2025 8:23 AM

To: lefty@insiderpub.io

Subject: Re: Somewhere, someone, is doing something. CRM:0025246

Good Morning,

Thank you for your email. Please let us know if we can assist.

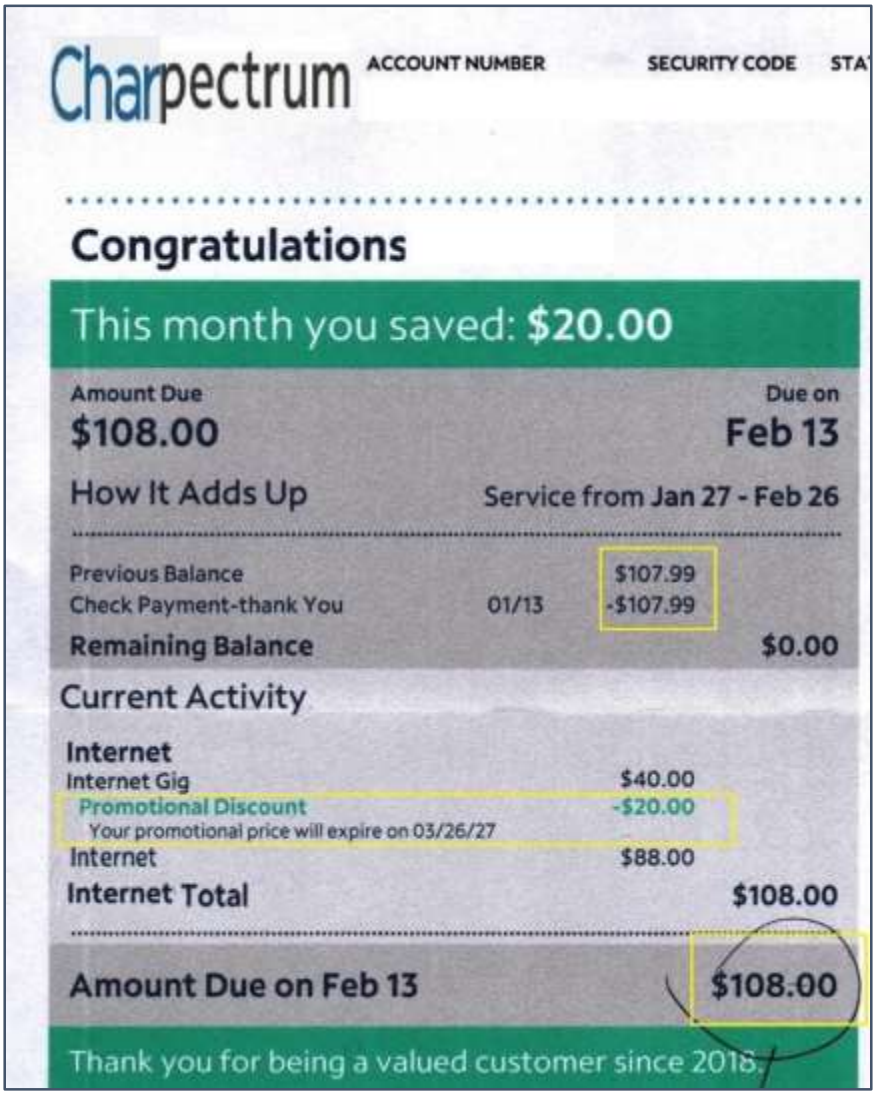
Information & Education Unit

Bureau of Consumer Protection, Division of Trade and Consumer Protection

So in summary:

The only place I see 1000 Mbps is on my Charpectrum bill.

Lefty Insider, author, activist, and technologist



"In order to hold to account private monopoly corporations, an American Citizen must battle the Twin Sentries blocking access. These are the Public Legal System and Consumer Protection Systems which stand ready, always on guard in the defense, maintenance, and protection, of Corporations and Corporate Profits regardless of their ill-gotten origin, validity, or legitimacy, and without regard to or concern for the detriment to the public good."

Lefty Insider, author, activist, and technologist

AFTERWORD

Song lyrics based on a Ringo Star Malapropism.

Eight days a week of testing
But I'm retired and should be resting
Writing my books and crafting it's stories
About a guy named Lefty and his role in his--tory
Cause I am here in the winter buried in snow
Trying to discover what makes my Internet so slow
The techs say to only test local
They must think that I am some kind of yokel!
My connections need to have distance
Not where their tests have their best chance
Cause I am here in the winter buried in snow
Trying to discover what makes my Internet so slow
Am doing what I need to, to try to make it go
But to the Charpectrum techs, I am just some Joe Blow
I will continue to write because it's what I know
Persistence will pay off for those who don't know
Cause I am here in the winter buried in snow
Trying to discover what makes my Internet so slow
I should be taking it easy after a life of hard work
Not explaining tech to some clueless Charpectrum millennial jerk
I should be watching tech podcasts or streaming movies and shows
But NOOOOOOOO!
Cause I am here in the winter buried in snow
Trying to discover what makes my Internet so slow

References

- California customers were issued outdated modems, making it impossible for them to receive the higher bandwidth they purchased. The company did not admit liability, but it did agree not to advertise any Internet speed tier it knows or should reasonably know it cannot consistently deliver during peak hours. The agreement also requires the company to make sure customers are issued equipment that can deliver advertised speeds.https://www.syracuse.com/business/2020/02/charpectrum-to-pay-188-million-over-slow-Internet-speeds-in-california.html
- United States District Court Central District Of California Western Division – Santa Ana Defendants have long known that they do not and cannot deliver on their promises concerning residential Internet speed, reliability, and performance. This is because they (1) loaned or leased to Plaintiffs and other consumers modems and routers that were incapable of supporting the advertised Internet speeds, (2) do not provide a network and infrastructure that lets consumers reliably achieve the advertised Internet speeds and promised performance…https://soderstromlawfirm.com/wp-content/uploads/2020/06/soderstrom-charpectrum-complaint.pdf
- In the New York case, Charpectrum agreed to pay a record $174.2 million, including $62.5 million in direct refunds of $75 and $150 to over 700,000 New York subscribers, to settle allegations that the company, the largest Internet service provider in the state, did not deliver the reliable and fast Internet service it promised in its advertising.https://www.syracuse.com/business/2020/02/charpectrum-to-pay-188-million-over-slow-Internet-speeds-in-california.html
- Wireline Competition Bureau (WCB), the Wireless Telecommunications Bureau (WTB) testing requirements https://docs.fcc.gov/public/attachments/DA-18-710A1.pdf WCB, WTB, and OET Adopt Performance Measures for CAF Recipients https://www.fcc.gov/document/wcb-wtb-and-oet-adopt-performance-measures-caf-recipients
- FCC Requirements for Network Speed and Latency Measurements https://netbeez.net/blog/fcc-requirements-network-speed-latency/
- Don Quixote: The Original Unabridged and Complete Edition (Miguel de Cervantes Classics) by Miguel de Cervantes (Author) Format: Kindle Edition

PROLOGUE

Unsatisfactory Responses to Complaints and Requests

FEDERAL TRADE COMMISSION
PROTECTING AMERICA'S CONSUMERS

The FTC does not resolve individual reports, but your report will be entered in the FTC's Consumer Sentinel database and will be available to federal, state, and local law enforcement across the country.

State of Wisconsin
Department of Agriculture, Trade and Consumer Protection

There appears to be a dispute of the facts regarding this complaint. Our department does not have the authority to make a determination as to who is correct. That must be done in a court of law.

Since your complaint was not resolved through mediation, you have the option to contact a private attorney to discuss your legal remedies or file in small claims court. A fact sheet on small claims court is available on our website at datcp.wisconsin.gov.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three-year period. It also will assist us in monitoring the business community for unfair business practices.

This ticket (#4692159) has been updated.
FCC Consumer Complaints (FCC Complaints)
Jun 2, 2021, 7:53 AM EDT
Hi Lefty,
Thank you again for your submission to the FCC. The FCC's role in this process is to facilitate a conversation between you and your provider. We received a response from your provider to your Ticket No. 4692159.
Here's what happens next:
•Your provider is required to send you a written copy of its response. Keep in mind, if the carrier sends the response by postal mail, it could take up to 10 days for you to receive the response.
•Please review your provider's response. If the issues you raised in your ticket remain unresolved, you can reply directly to this email with a short description of the problem.
•Keep in mind that billing adjustments or other actions by your provider could take time to implement.
•If you have new issues with your provider, you can file an additional complaint by going to: consumercomplaints@fcc.gov

Federal Communications Commission

ELECTRONIC FRONTIER FOUNDATION

Thank you for contacting the Electronic Frontier Foundation (EFF). We're sorry to hear about your situation.
While EFF cannot be your attorney for this matter, we can offer to try to facilitate a referral to one of our Cooperating Attorneys for you.

The Public Service Commission of Wisconsin does not regulate internet service. We regulate public water, electric and natural gas service, and some telecommunications.
The Wisconsin Department of Agriculture, Trade and Consumer Protection has some regulatory authority over business practices, and may be able to assist you in a complaint against Charter. You can contact them at 800-422-7128, or you can file a complaint on their website: https://datcp.wi.gov/Pages/Programs_Services/FileConsumerComplaint.aspx.
Kind regards,

PSC of WISCONSIN
Kayleigh Chiono *(she/her)*
Consumer Affairs Analyst
Division of Digital Access, Consumer and Environmental Affairs
Public Service Commission of Wisconsin
PSCConsumerAffairsMail@wisconsin.gov | 800-225-7729

Better Business Bureau

BBB understands that you are not satisfied with the business's response and have noted your dissatisfaction in our files. While we regret we were unable to reach your desired resolution, the business has provided BBB with its position. This matter has been closed in BBB files, and will appear in the company's BBB Business Review as: "Answered - the business addressed the issues within the complaint, but the consumer remains dissatisfied."

State of Wisconsin Department of Justice
Division of Legal Services/Public Protection Unit
17 West Main Street
Madison, WI 53703
consumerprotection@doj.state.wi.us
Phone: (608) 266-1852

Under Wisconsin law, the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) is the state agency with the primary authority to conduct initial reviews and subsequent investigations of consumer complaints like yours. Consequently, your correspondence has been forwarded to DATCP and they will attempt to assist you in resolving your complaint. Should DATCP, after an investigation, determine that an enforcement action in court might be warranted, it can refer the matter back to our office for possible litigation.

Seven agencies said Sorry Charlie! So here he is, *Lefty the Outsider*!
Will there ever be any consequences for this fraud and exploitation?

Final Question:
Will we have the imagination, inspiration, and invest the perspiration to accomplish this?
A question that is awaiting an answer from future generations.

FEDERAL TRADE COMMISSION POLICY FOR SUBSTANTIATION of ADVERTISING CLAIMS

"Before disseminating an advertisement, the advertiser must substantiate all claims – express and implied – that the ad conveys to reasonable consumers." Substantiation Policy Statement, 104 F.T.C. 648 (1984)

WISCONSIN STATE LEGISLATURE

100.18 Fraudulent representations s. 100.18, Stats.

"No person, firm, corporation which advertisement, announcement, statement, or representation contains any assertion, representation, or statement of fact which is untrue, deceptive, or misleading."

Don Quixote, 1955 by Pablo Picasso